FOI Request No:	FOI-2019-13249		
Company	Right to know		
Sender:	Pamela Keegan, DEASP, Shannon Lodge, Carrick on Shannon, Co. Leitrim		
Sent to:	requests@righttoknow.ie		
Date sent:	03/07/2019		
Document No.	Brief description of record	No. of Pages	
1	Changing your Level W number	1	Granted
2	PSC SAFE Officer training presentation (181 slides)	31	Slides 1-86, 89, 92-93, 95-100, 102-112,117-181 Granted. Slides 94 is rejected under section 32(1)(c) and Slides 87-88, 90-91, 101, 113-116 are rejected under Section 37(1)
3	SAFE 0 to 2 Procedures	1	Granted
4	SAFE 1 to 2 Procedures	1	Granted
5	Accepting a Non Compliant Photo	4	Granted
6	Arranging SAFE appointments for clients with concerns that their PPS no. has been comprimised	1	Granted
7	BOMi roles for SAFE Officers	1	Granted
8	Requests for Braille PSC carriers	1	Granted
9	Create an alert for the Public Services Card Library	1	Granted
10	Creating a task	5	Granted
11	Date stamps for Paper travel passes	1	Granted
12	Dealing with name change screeshots	8	Granted
13	Driver learner permits may be accepted as Photo ID	1	Granted
14	How to use your PSC for Free Travel	2	Granted
15	Failure to progress to SAFE 2 reports	4	Granted
16	Frequently asked questions	3	Granted
17	How to check if a customer has a PSC	2	Granted
18	Record and verify mobile phone	4	Granted
19	Photo requirements	1	Granted
20	PPS number allocation - recording and verifying the persons mobile number	5	Granted
21	Procedures for verifying Birth and Adoption details	1	Granted
22	PPS number allocation proceedures 2018	75	Granted
23	Task (with FT)	2	Granted
24	PSC legislation existing customers	2	Granted
25	PSC legislation new customers	1	Granted
26	Public Services Card Poster Irish	1	Granted

27	Public Services Card Poster English	1	Granted
28	PSC customer awarness poster	2	Granted
29	Reminder note re STOR app	4	Granted
30	Revoke and re-issue a PSC on SDM	8	Granted
31	SAFE 0 - 2 Manual	16	Granted
32	SAFE 1 - 2 Manual	34	Granted
33	SAFE 2 cases referred to CIS control	1	Granted
34	SAFE locations	3	Granted
35	10 Year Expiry	2	Granted
36	SAFE promotion and Level W PPS numbers	2	Granted
37	Security questions	1	Granted
38	SAFE promotion reminders	1	Granted
39	Usage Name document	3	Granted
40	STOR app new information	4	Granted
41	Supervisor Template	2	Granted
42	Supervisor Manual	19	Granted
43	Reg 1 Form	2	Granted
44	Reg 1 M form	2	Granted
45	CFSR u18 form	2	Granted
46	Using your PSC FT	2	Granted
47	PSC renewal process guide	6	Granted

Changing your Level "W" PPS Number

In the past, when a woman married, her Personal Public Service (PPS) Number was changed to that of her husband's with a "W" at the end. This was done by the Revenue Commissioners in order to more easily link the tax affairs of husband and wife.

This has been discontinued, and it is now the practice that each person has their own unique PPS Number.

As you have a PPS Number with a "Level W" at the end, the Department will arrange for your details to be set up under your original PPS Number. If your original PPS Number cannot be located, or if you did not have an earlier PPS Number, a new PPS Number will be allocated to you.

While this Department will change your PPS Number, we do not know what other Public/Private Sector Bodies are using your PPS Number, so cannot contact them to advise of the change. You will need to contact any Public/Private Sector Body that is using your old "Level W" number, e.g. Revenue Commissioners, Health Authority, Employer, etc.

Slide 1

safe

Safe/PSC Training Programme

An Roinn Gnóthaí Fostaíochta
agus Coimirce Sóisialaí
Department of Employment Affairs
and Social Protection

Slide 2

safe — Housekeeping

- Mobile Phones
- Smoking
- Toilets
- Fire Alarm   FIRE

Slide 3

safe — Course Aim

To equip staff to complete
SAFE registration for customers
of the Public Service

Slide 4

safe — Course Objectives

- Familiarise you with:
  - PSC
  - SAFE
  - BOMi
  - GRO

- Use the technology to complete SAFE registration

- Authenticate customer identity

- Accurately record customer data

Slide 5

safe — Timetable

Day 1

- Introduction to Public Services Card (PSC)
- BOMi
- General Register Office (GRO)
- Recording Accurate Data
- Verifying Identity
- Examining ID Docs

Day 2

- SAFE Officer/Supervisor Role
- Photo Requirements
- SAFE Promotion Demo
- Practical Session
- CAP, Renewals, Deal with Name Change & Supervisor Promotion
- FTP

Slide 6

safe — PSC/SAFE Rollout Supports

- Direct No: 071 9672394
- Helpdesk No: 41794
- Email Address: saferollout@welfare.ie
- Link to PSC/SAFE Rollout page
- Quality Control Checks

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safe

Public Services Card

Introduction

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safe

Background

- Pre-1979 Insurance Numbers
- RSI (Revenue & Social Insurance) Number introduced in 1979.
- Name changed to PPS (Personal Public Service) No. in 2000
- Currently only DEASP allocating PPS No's
- Social Services Card (SSC) introduced in 1992
- Public Services Cards (PSC) introduced in 2011

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safe

Why DEASP?

We have the data

Births   Working Age   Elderly

We have the legislation
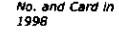
Annual Acts   No. and Card in 1998   SW Act, 2002

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safe

Background – SAFE Principles

- Standard Authentication Framework Environment
- A single set of rules for establishing and authenticating identity across the public service
- Issue an Identity token – the PSC
- Facilitate access to public services

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safe

SAFE Levels

- SAFE 0 = No assurance of identity – not currently holder of a PPS number
- SAFE 1 = Balance of probabilities – current holder of a PPS number
- SAFE 2 = Substantial assurance – minimum level for a PSC
- SAFE 3 = Beyond reasonable doubt – some biometric data captured at registration

---

safe

SAFE Level 2

- Minimum authentication level for PSC and, in future, to access most public services
- Face to face registration
- Capture of photo and signature
- Proof of identity and evidence of address

13

safe

PUBLIC SERVICES CARD (PSC)

Cárta Seirbhísí Poiblí
Public Services Card
Éire | Ireland

NÓTHÁL | SURNAME
Williams-Fitzpatrick

HÁLAIM | FORENAME
Seosaimhín Eilíonór

DÁTA ÉAGTA | DATE OF EXPIRY
01-01-2015

14

safe

Má tá cáisí agat faoin gCárta Seirbhísí
Poiblí, cuir glaoch ar 1890 837000. Má thagann
tú ar an gcárta seo, seol é chuig Bosca
Poist 19, Cora Droma Rúisc, Co Liatroma

For all Public Services Card enquiries please
call 1890 837000. If found please return this
card to PO Box 19, Carrick on Shannon,
Co Leitrim.

123456789012

15

safe

Card Design

- Multiple security features e.g.
  Kinegram
  Optical Variable Ink
  Tactile Relief

- The card complies with best practice on
  accessibility and also the Official Languages Act

16

safe

Data Displayed on the Card

- Name
- PPS number
- Photograph
- Signature
- Card issue number
- Expiry date
- Free Travel Entitlement (if relevant)

17

safe

Data Encoded on the Chip
(Section 263,SWCA 2005 as amended)

- Name
- PPS number
- Photograph
- Signature
- Card issue number
- Expiry date

- Date of birth
- Sex
- Mothers birth surname
- Place of birth
- Birth surname
- Nationality

18

safe

Cárta Seirbhísí Poiblí
Public Services Card
Éire | Ireland

FT + C

NÓTHÁL | SURNAME
Williams-Fitzpatrick

HÁLAIM | FORENAME
Seosaimhín Eilíonór

DÁTA ÉAGTA | DATE OF EXPIRY
01-01-2015

safe

Do you ...

Public
Service
Card w...
Free
Trav...

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safe

Benefits

- Validation of Identity
- Reduction in the rate of fraud and error
- CFIMS – photo recognition
- Chip and pin capability
- Free Travel
- Efficiencies across the Public Service - MyGovID, RSA & PPO

MyWelfare.ie
Manage your welfare services anytime, anywhere.

An Roinn Gnóthaí Fostaíochta agus Coimirce Sóisialaí
Department of Employment Affairs and Social Protection

What is MyWelfare.ie?

MyWelfare.ie is the online home of welfare services. It allows you easy online access to a range of services - from making appointments and applying for certain schemes to updating your details and ordering statements.

MyWelfare.ie is safe, secure, and accessible anytime, anywhere and on all devices.

How do I access MyWelfare.ie?

Visit www.mywelfare.ie. You will need a basic MyGovID account to access MyWelfare.ie.

A verified MyGovID account gives you access to more MyWelfare.ie services.

See the MyGovID section of this leaflet for more information.

Manage your welfare services anytime, anywhere.

MyWelfare.ie

What can I do on MyWelfare.ie?

You can apply for a range of schemes and services on MyWelfare.ie and upload supporting documentation where this is required.

You can apply online for the following social welfare schemes:

- Paternity Benefit
- Maternity Benefit
- Jobseeker's Payment
- Child Benefit
- PRSI refunds

You can make an appointment at a time and location that best suits you to get a:

- Personal Public Services Number (PPSN)
- Public Services Card (PSC).

You can also re-arrange or cancel an appointment online if necessary.

The services available on MyWelfare.ie are growing, with more being added all the time.

Manage your welfare services anytime, anywhere.

MyWelfare.ie

What else can I do on MyWelfare.ie?

You can also use MyWelfare.ie to:

- Request a PRSI Contribution Statement
- Request a Social Welfare Payment Statement
- Change your address
- Close your Jobseeker's claim
- Request a Jobseeker's Holiday
- Complete your Work and Skills History
- Check your eligibility for Dental and Optical Benefits

With a verified MyGovID account you can request a PRSI Contribution Statement and/or Payment Statement and a copy will be sent to your personal MyWelfare.ie Inbox. There is no need to visit our offices or wait for it by post.

Tools to help you

The Benefit of Work Estimator is a new service that takes minutes to use and explains how your income may change if you are on a social welfare payment and you start work or increase your work hours.

The information you provide using this tool cannot be used to identify you. You can review the results anonymously.

* Disability, One Parent Family, and Jobseeker's Payments and Illness Benefit.

Manage your welfare services anytime, anywhere.

MyWelfare.ie

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safe

BOMi Familiarisation

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safe — What is BOM?

- SDM – Service Delivery Modernization
- BOM – Business Object Model
- BOMI – Business Object Model Implementation

   3 different names for the same thing

- BOMI 4 rolled out to Intreo Offices

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safe — BOMi Data Warning

Data on BOMi Should Only Be Accessed For Business Reasons

All actions On BOMi Are Logged

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safe
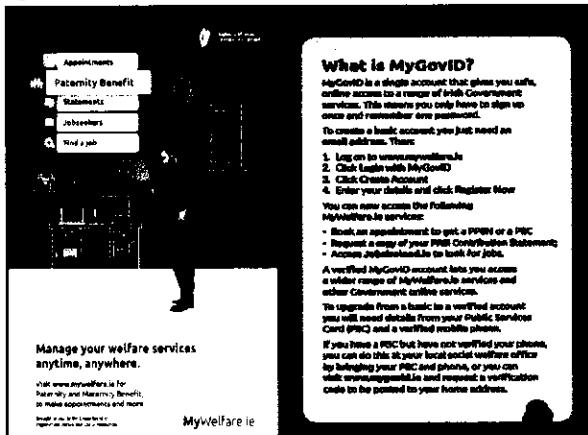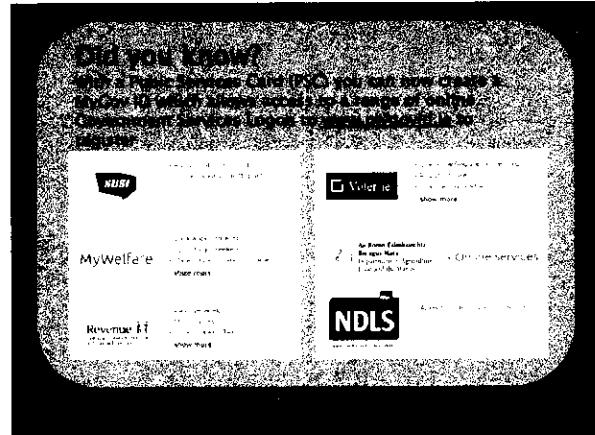
General Register Office
(GRO)
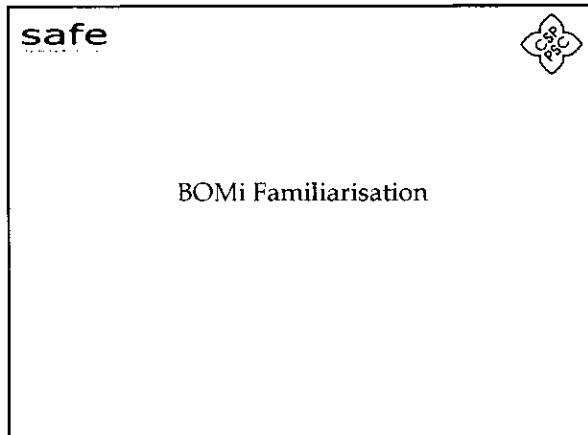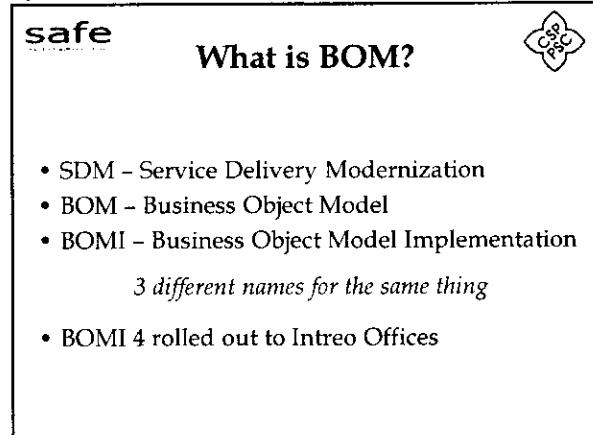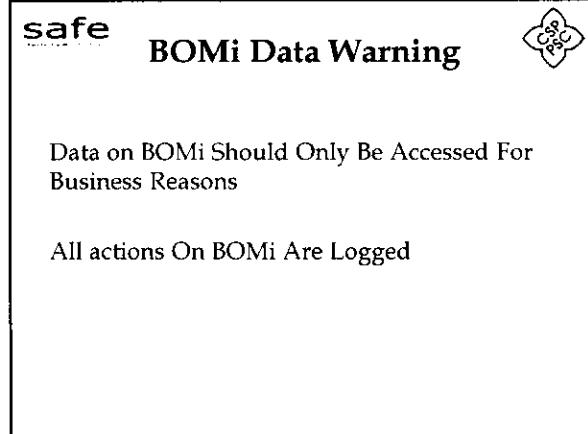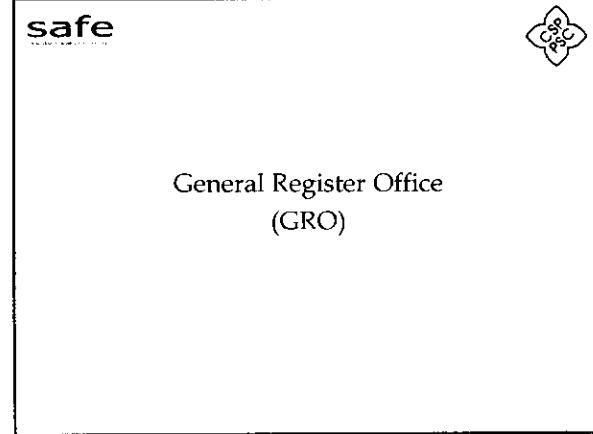
31

safe

General Register Office (GRO)

- Births
- *Stillbirth*
- Marriages
- Death
- Civil Partnerships
- *Divorce/Civil Nullity*
- *Adoptions*

32

safe
Log on screen for GRO Online
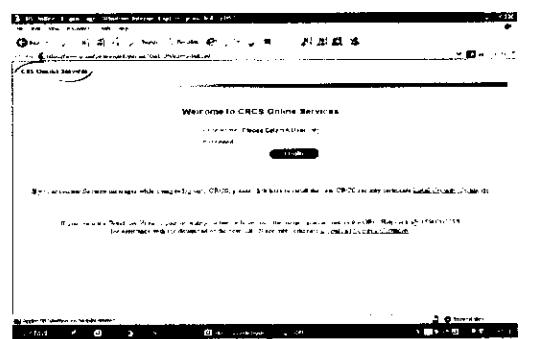
33

safe

SAFE PSC

Get the personal details right !

34

safe

What is the purpose of the SAFE/PSC project?

- Establish customer's identity

- Accurately record/update the customer's Public Service Identity (PSI) data

- Issue a Public Services Card

35

safe

PSI Data

- The DEASP maintains the State's record of all PPS numbers, and the personal data attached to each of those records.

- A large amount of this data is out-of-date or inaccurate.

36

safe

General principles when verifying identity data

- Never assume data is correct

- Data must be documented

- Data supplied by customer, not prompted

Usage Name

- Passport

- Driving Licence

- National Identity Card

- Irish Naturalisation Certificate

Name change

- Marriage/Civil Partnership

- Divorce/Separation

- Irish Deed Poll

- Use & Repute – 2 forms over 2 years

Usage Name - no Photo I.D.

- Irish/UK born only

- Refer to Supervisor

- Long birth /adoption certificate

Usage Name

- Can use Irish or English versions but must be able to show usage

- Include apostrophes, hyphens and siniú fada as required (e.g. Seán-Seosamh O'Neill)

- No other punctuation acceptable

43

safe

Record ALL former names

Customer

- Seán Liam MacAodh,
  - Names
    - John McHugh
    - John William McHugh
    - Seán Liam MacAodh
  - Customer Cases

44

45

46

47

safe

Specify Place of Birth

- Country of Birth is recorded

- For Irish born customers, county of registrar is recorded as place of birth

---

48

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safe

Mothers birth surname (MBS)

- Compulsory

- Explain to the customer

---

safe

Recording the Address

- If stated address matches that on file that is sufficient

- Otherwise evidence of address required

Slide 55

safe

Establish and record Nationality

- Nationality is not country of birth
- Nationality is the country of citizenship
- Some customers will not be the same nationality as that which is recorded
- For instance, some customers are now naturalised, and nationality should be recorded as "Ireland"
- Northern Ireland

Slide 56

Slide 57

safe

Additional data to capture

- Insurance number in any European country of residence
- Email address

Slide 58

safe

Extra Info Recorded

- Previous Once Off Claims
- Alternate I Ds
  - UKN JL 21 34 56 D
- Recorded Actions
- Activities

Slide 59

safe

Reminder –
Get the data right

Slide 60

safe

Lunch

safe

Safe/PSC Training Programme

An Roinn Gnóthaí Fostaíochta
agus Coimirce Sóisialaí
Department of Employment Affairs
and Social Protection

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safe Client Identity Control

- Verification of Identity Documents and assistance with Identity Issues
- Liaising with external bodies e.g. Passport Office, Embassies, Dept of Justice, other Government Agencies
- Managing Photo-Matching Software
- Direct No: 071 9672337   EXT: 41737
- EMAIL: CIS.CONTROL@WELFARE.IE

IDENTITY –
who are you?

- Who decides your Identity
- What is your name?
- Is there a collection of events or facts which establishes Identity?
- How does a customer prove who they are?
- How do you satisfy yourself as to customers Identity?

True or False

- Does the customer always tell the truth?

- Why would someone lie about their Identity?

Proof of Customer Identity

- How can customer establish Identity to your satisfaction?

Proving Identity

- Ask for **PASSPORT**
- A genuine valid passport in the right hands will prove Identity
- You probably also need extra documents
- Alternative ways to establish identity

Passport Familiarity


```
P<IRLOSULLIVAN<<LAUREN<<<<<<<<<<<<<<<<<<<<<
XN800Z0686IRL8805049FZ309154<<<<<<<<<<<<<<8
```

Irish Passport Card


```
IPIRLX367930898<<<<<<<<<<<<<<<<<
7512098F2004264IRL<<<<<<<<<<<<2
NI<BHROIN<<AOIBHEANN<<<<<<<<<<<
```

Check Digit Calculator

	Fill in the three boxes below	
Passport number:	LR665756	LR665756< 1
Date of birth (dd/mm/yy):	28/07/1965	650728 0
Expiry date (dd/mm/yy):	28/08/2010	100828 7

The bottom line of the MRZ might look something like this:

```
LR665756<1nat6507280x1008287<<<<<<<<<<<<<04
```

(but will be continuously extended "x" throughout the letter)

```
36507280764
```

The bottom line should now look like this:

```
LR665756<1nat6507280x100828736507280764<<<42
```

```
LR665756<1LR665072804x1008207365072807644<<<42
```

ROI Customers

- GRO entry or
  Long Form Birth/Adoption Cert **AND**
- Passport or
  Full Irish/UK Driving Licence/Irish
  Learners Permit
- Evidence of Address

Birth Certificates/GRO Entries

- Official copy of an entry in the birth register
- The Cert/GRO entry MUST refer to the customer
- Ask questions to clarify
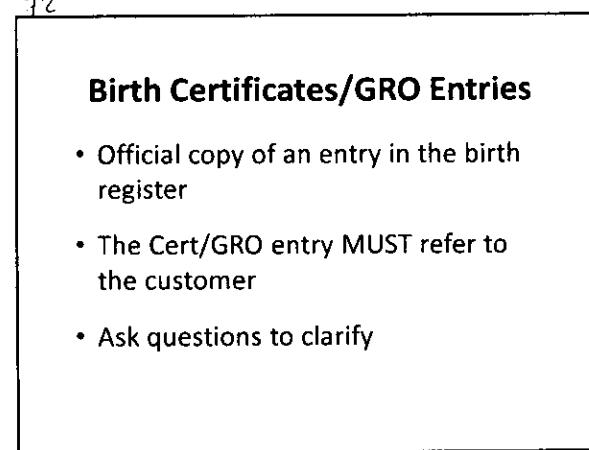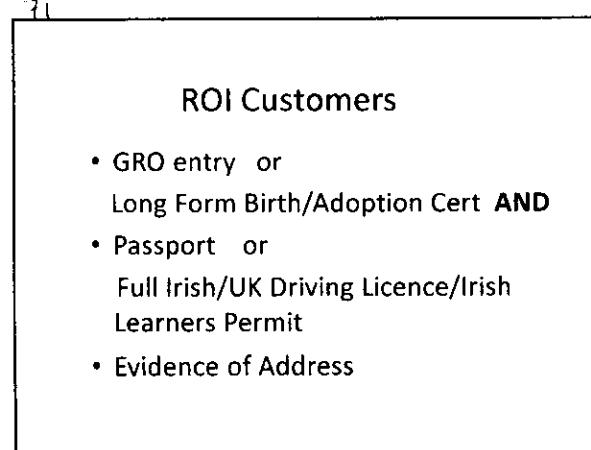
73

Born In Northern Ireland?

- Passport (Irish or UK)
- If no Passport then
  Long Form UK Birth/Adoption Cert **AND**
  Full Irish/UK Driving Licence/Irish Learners Permit
- Can declare either Irish or British nationality to you
- Evidence of Address

74

Irish Citizenship

- Born or Adopted in the Republic of Ireland
- Born or Adopted in Northern Ireland and opt to declare Irish Citizenship
- Holder of an Irish Passport
- Holder of an Irish "Citizenship Document" also know as a "Naturalisation Certificate"
- Driving Licence DOES NOT prove nationality

75
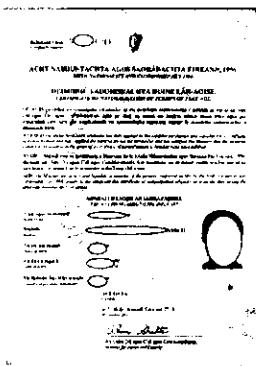
76

UK National

- Passport
- If no Passport then
  Long Form UK Birth/Adoption Cert **AND**
  Full Irish/UK Driving Licence/Irish Learners Permit
- Evidence of Address

77

EU/EEA Citizen

- 28 member states
- 4 extra countries associated with "EEA"
  – Norway, Iceland, Switzerland and Lichtenstein
- National Identity Card valid instead of Passport

Do not confuse a driving licence with a National Identity Card

- Evidence of Address

78

Non-EU/EEA Customer

- Passport
- Also record Justice number – extra docs
- No passport? refer customer to Supervisor
  Irish Residence Permit IRP (Formally GNIB Card)
- Travel Document "1951"
- Evidence of Address

Irish 1951 Travel Document


```
P<IRL<DOE<<JOHN<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<
Z899916848XX88610256R1512018<<<<<<<<<<<<<<<8
```

PPS No APPLICATIONS

- Generally the same document requirements as previously outlined
- Must have a Valid Reason - Need to show an Interaction with a Specified Body
- New Asylum-Seekers – TRC (Temporary Residency Certificate) Card & IPF1 Form
- Child Applications (U18)
    - Under 14 - No Photo captured
    - 14 to 18 - SAFE Registered & PSC issued
- Insufficient Documents? refer customer to Supervisor

TRC (Temporary Residency Certificate)

THIS IS NOT AN ID

Proving Identity

- **FOR STANDARD SAFE PROMOTION, DO NOT ACCEPT THE FOLLOWING**
- Garda Age Card
- Garda ML10 form
- Provisional UK Licence
- Driving Licence other than IRL/UK
- Student Card
- TRC Card (except some PPS applications)

CUSTOMERS RELYING PRIMARILY ON ANY OF THE ABOVE DOCUMENTS SHOULD BE REFERRED TO A SAFE SUPERVISOR

Not to be accepted as Evidence of Identity – RDO Circular 76/10

Verification of Identity Documents

Document Fraud

- Document fraud can be conducted in many ways including:
- Impostors – the holder looks like the rightful owner
- Counterfeit – false documents made from scratch
- Forgery - genuine document is altered e.g. replacement photo or change of a date

Standard Identity Verification

- LOOK AT THE PHOTO
- Compare the customer to the photo
- Can customer spell own name
- Give correct DOB?
- Do document details match other records
- Does customers history of employment and addresses match your records.
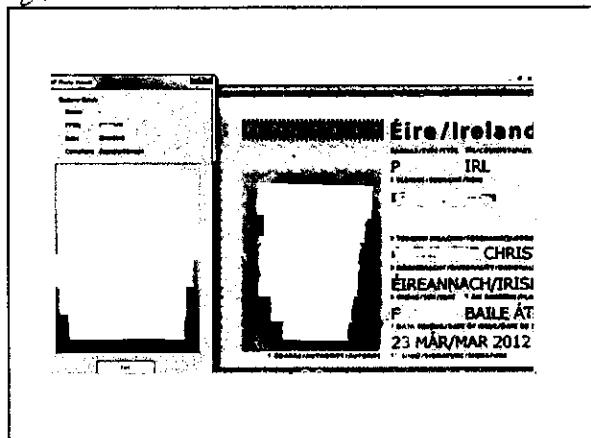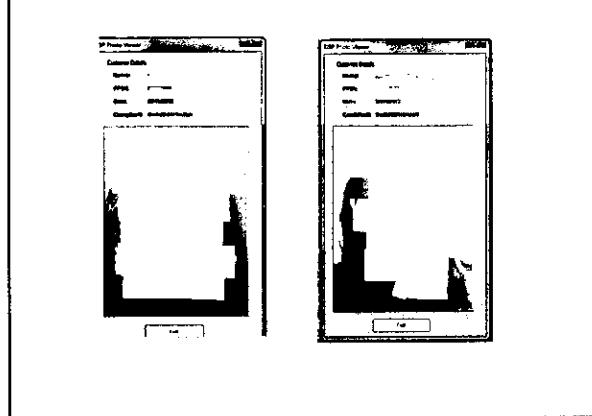
Imposter

- 'Holder' is simply a look-alike and the document is not altered at all.
- Calculate age (using DOB) and compare with person.
- Compare document photo with customer
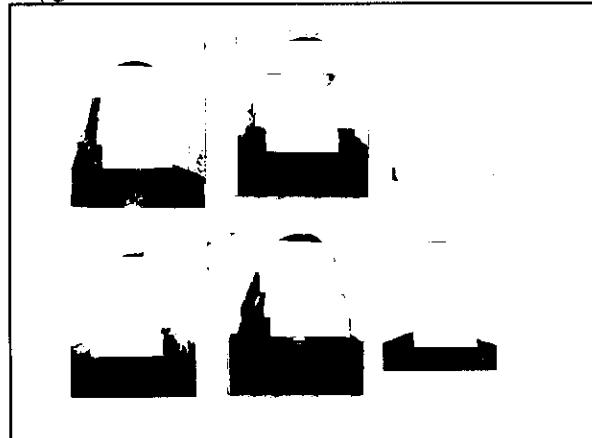
91
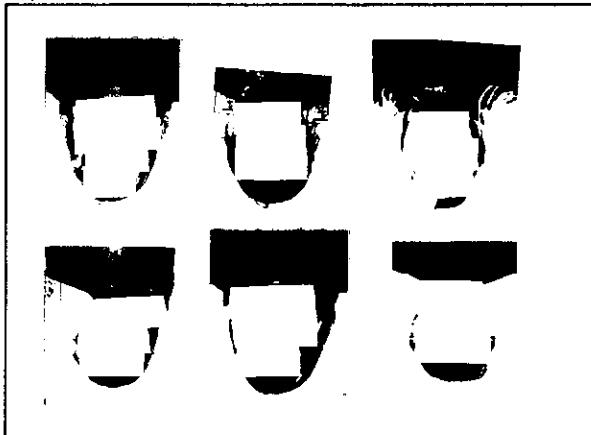
92

Document Security Features

- Security paper
- Ultra Violet
- Micro-Print
- Watermarks
- Perforations

93

Ultra-Violet (UV) Safeguards

- ID documents contain safeguards which can only be seen with ultra-violet light.
- Many passports include a UV safeguard which covers the holders photograph
- Beware if there are no UV features

94

95

96

CEADÚNAS TIOMÁNA *DRIVING LICENCE* **ÉIRE**
SPECIMEN *IRELAND*
1 PRENDERGAST
2 OLIVIA
3 18 10 74 IRELAND
4a 18 01 13   4c ROAD SAFETY AUTHORITY
4b 04 12 22   4d 100084684
5 00000GZ0T0
7
8 17 NEW STREET, KILKENNY
KILKENNY
9 B, AM

D<PRENDERGAST<IRL<00000GZ0T003

SPECIMEN
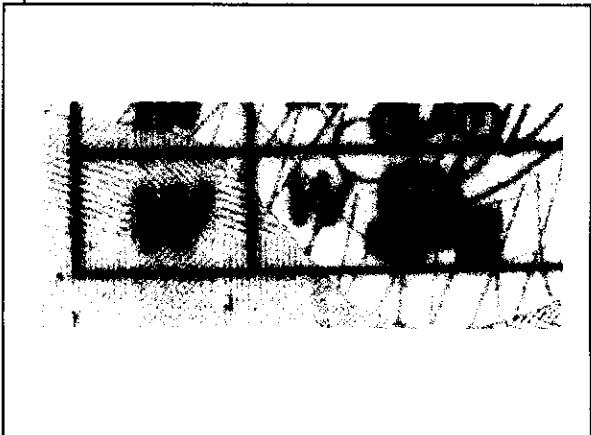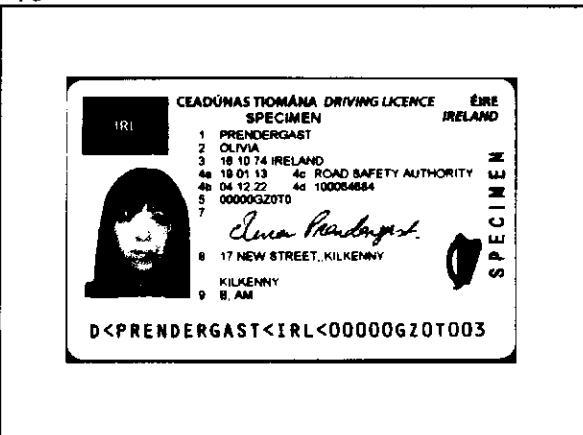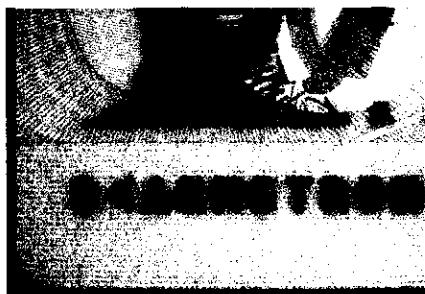
Polish ID Card

- DOB IS RAISED / EMBOSSED AND DETECTABLE TO TOUCH
- THE SOCIAL SECURITY NUMBER AND RESIDENCE DETAILS ARE GIVEN
- UNDER UV LIGHT -

Irish Residence Permit (IRP)
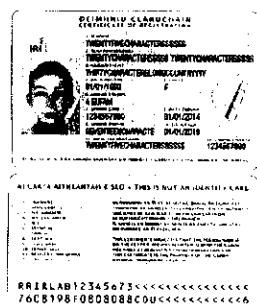
Certificate of Registration   Previous Certificate of Registration
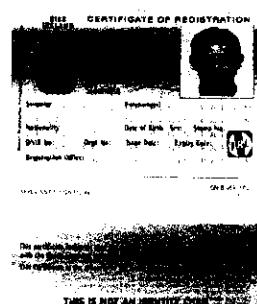
Sample Case
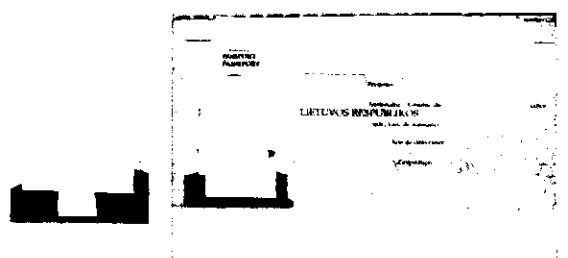
safe SAFE Officer Training

Day 2

- •SAFE Officer/Supervisor Role
- •Photo Requirements
- •SAFE Promotion Demo
- •Practical Session
- • CAP, Renewal, Deal with Name Change & Supervisor Promotion
- •Failure to Progress to Level 2

ic3

safe

SAFE Officer

- The person responsible for ensuring that the SAFE Principles are implemented correctly.

ic4

safe

SAFE Registration Procedure

- Ensure appropriate Identity Documents have been presented

- Examine Identity Documents

- Do Basis Search

- Take customer's photo and capture his/her signature

- If appropriate documents have not been presented, refer to SAFE Supervisor who may co-ordinate with SIU/CIS if appropriate

ic5

safe

SAFE Registration Procedure

- Check the existing customer record for accuracy

- Record/Update customer's personal information

- Scan Documents

- Complete SAFE promotion and issue PSC

ic6

safe

PPS Numbers Issues -Level W Number

- Level W number - this has two letters at the end with the second one being a W, e.g.

- No Free Travel - promote to SAFE level 1 *

- Any customer with Free travel promote to SAFE Level 2 and a issued a PSC *

  * Each Customer should be given the choice to change her Level W number and if agrees promote to Level 2 and create Task to escalate to CIS

ic7

safe

PPS Numbers Issues
More than 1 PPS Number

- Customer has more than one PPS No.
This is why Basis search must be done for ALL customers
- SAFE promotion MUST be done on current number
- Do NOT request PSC
- Create Task to escalate to CIS

ic2

safe

SAFE Supervisor

The person responsible for dealing with atypical clients:

1. Those who do not have photo ID
   - Irish/UK born customers
   - Detailed Supervisor Template or Case Note MUST be entered
   - Bypass Documentation Validation MUST be used
   - Customers with Refugee status.

2. Doubts as to validity of ID docs presented.

safe

Photo Requirements

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safe

- Plain Background
- Face directly towards the camera
- Neutral expression
- Mouth closed
- Eyes open – no hair obscuring eyes
- Outline of the face
- Head must be level
- Remove any hat or cap
- Remove any glasses
- Coverings, headdress or facial ornamentation which obscures the face are not permitted

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safe

Photo Capture Software

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safe

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safe

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safe

115

116

117

safe

Quality Checks

118

safe

Safe Station Demonstration

119

safe

Create Customer
Awaiting PPS No.
(CAP)

120
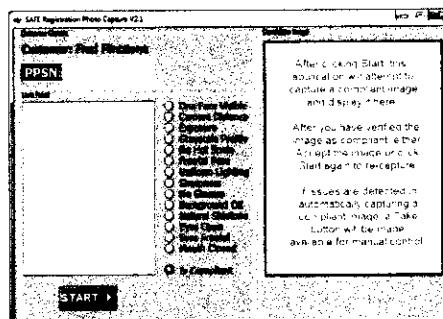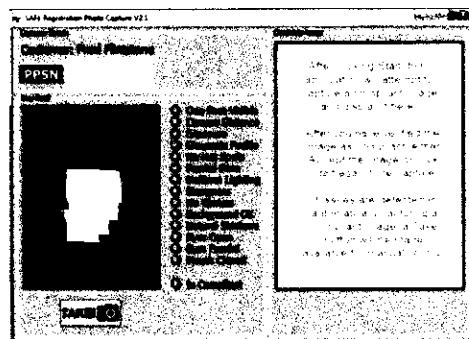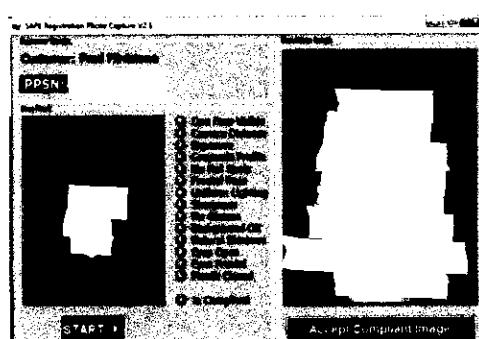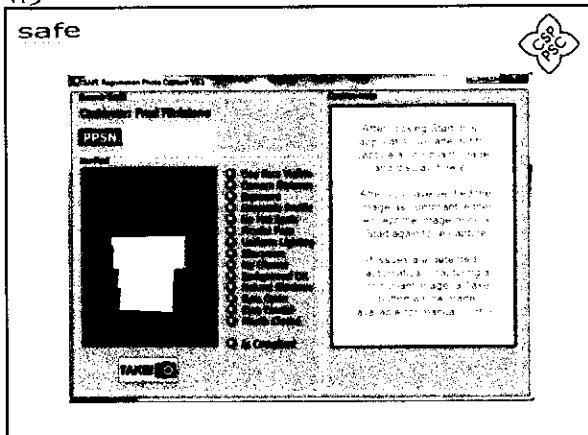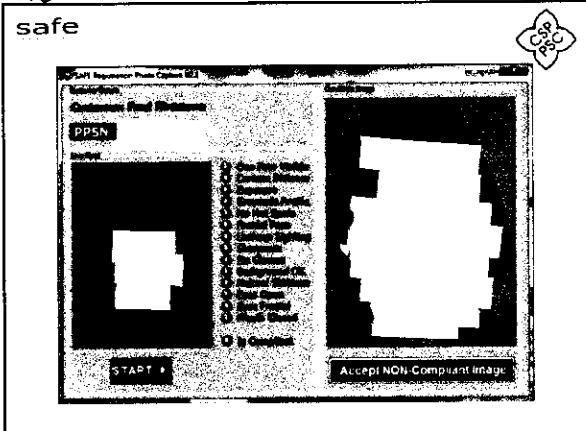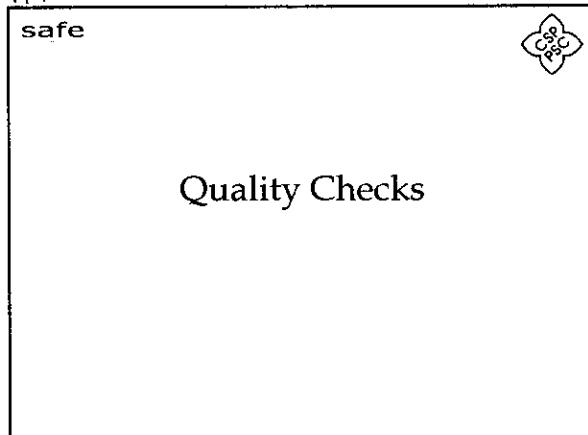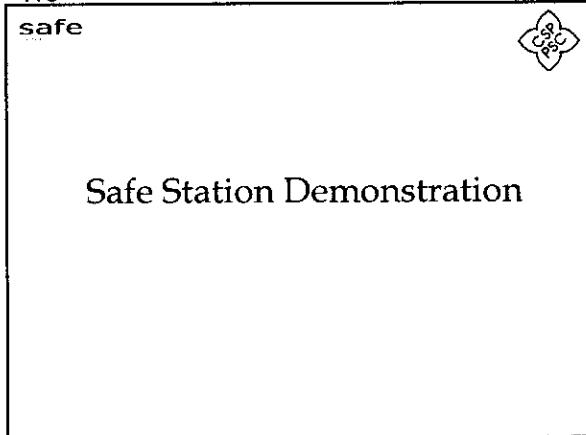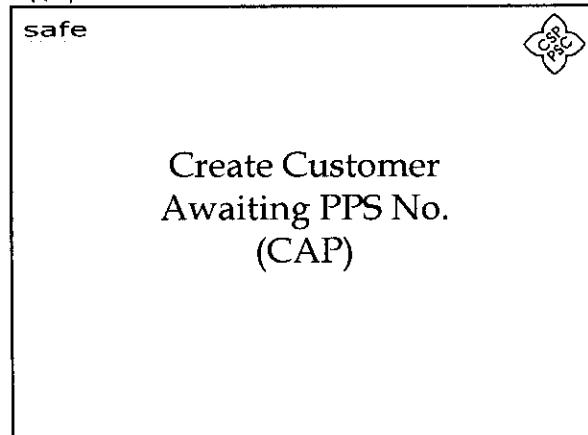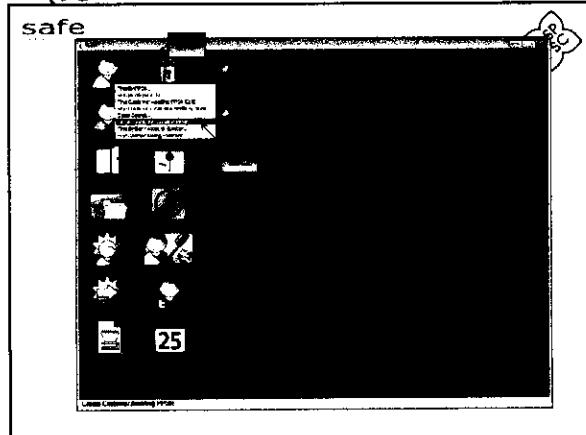
safe

121

122

123

124

125

126

127

safe

122

safe

129

safe

130

safe

131

safe

132

safe

133

safe

135

safe

137

safe

134

safe

PSC Renewal

136

safe

132

safe

139

safe

140

safe

141

safe

142

safe

143

safe

144

safe

Deal with name change

iS1

safe

iS2

safe

iS3

safe

SAFE Supervisor Promotion

iS4

safe

iS5

safe

iS6

safe

157

158

159

160

161

TASK

162

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safe

164
safe

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180
safe

121

SAFE 0 to 2 Procedures

- Ask customer for documents – ID and Evidence of address.
- Give customer forms to complete as per current procedures.
- Check Documents – CIS Guidelines. If necessary, escalate to SAFE Supervisor. SAFE Supervisor will decide if need to escalate to CIS.
- If customer was born in the Republic of Ireland check long form birth certificate or GRO.
- Do Basis Search.
- If customer already has a PPS No. give them the details.
- If customer does not have a PPS No. Create Customer Awaiting PPSN.
- Tick 'Request PPSN' box.
- Enter all personal details from the documents presented NOT the REG1 form.
- If the customer's spouse/partner already has a PPS no. create the relationship link.
- Once you have entered all personal details, Save.
- Add Alternate IDs, e.g. National Insurance numbers of other EU countries where the customer has worked.
- Note the ID allocated to the Customer on the REG1 form.
- Ensure sufficient documentation presented to proceed with promotion.
- Open SAFE Promotion screen.
- Capture Photo – remove all glasses – ensure acceptable. If non-compliant – accept non-compliant image and enter case note if required.
- Capture signature.
- Complete Supporting Documents Dropdowns on Screen.
- Scan documents – Supporting Documents provided & REG1 form.
- Explain to customer the purpose of having security questions and the importance of remembering the answers given.
- Ask security questions – insert answers.
- In the tick boxes provided you must verify that you have completed each stage in the process.
- Save & Close SAFE Promotion.
- If the customer's spouse/partner is also being allocated a PPS no. wait until the following day to create relationship link.

SAFE 1 to 2 Procedures

- Ask customer for documents – ID and Proof of address.
- Check Documents – CIS Guidelines. If necessary, escalate to SAFE Supervisor. SAFE Supervisor will decide if need to escalate to CIS.
- Ask for SSC Card and retain it – and shred later. Issue yellow temp card if payment is due as PSC takes a minimum of 7-10 working days to reach customer.
- Do Basis Search. If more than 1 PPS No. exists, do SAFE promotion as normal using the PPS No. presented by the customer. Do NOT request PSC (untick box) and escalate to CIS.
- Level W PPS No. (this has two letters at the end with the second one being a W)
  - ➤ If a customer with no entitlement to Free Travel presents with a Level W number, inform customer of need to change to a non-Level W PPS No. in order to receive a PSC. Give information leaflet.
    - o If customer does not agree to change her number, take photo and signature and save but do NOT promote to Level 2
    - o Otherwise, do SAFE promotion as normal using the PPS No. presented by the customer. Escalate to CIS giving details of the Level W number.
  - ➤ All customers with a Level W number and entitlement to free travel can be issued a PSC. However, inform customer of option to change to a non-Level W PPS No. Give information leaflet.
    - o If customer does not wish to change her number, do SAFE promotion as normal.
    - o Otherwise, do SAFE promotion as normal. Escalate to CIS giving details of the Level W number.
- Open SAFE Promotion screen.
- Capture Photo – remove all glasses – ensure acceptable. If non-compliant – accept non-compliant image and enter case note if required.
- Capture signature.
- If customer was born in the Republic of Ireland check long form birth certificate or GRO
- Ensure sufficient documentation presented to proceed with promotion.
- Verify or Change PSI Data – 1. Update Usage Name, 2. Confirm/add Former Names, e.g. Margaret Mary Josephine O'Boyle (as on Birth Certificate/GRO), 3. Add/verify telephone number, 4. Confirm Sex. 5. Verify/update Date of Birth. 6. Verify/update Place of Birth, 7. Civil Status, 8. Mother's Birth Surname, 9. Confirm/amend Household Address, 10. Verify/update Nationality & 11. Birth Surname.
- Complete Supporting Documents Dropdowns on Screen.
- Scan documents.
- Explain to customer the purpose of having security questions and the importance of remembering the answers given.
- Ask security questions – insert answers.
- In the tick boxes provided you must verify that you have completed each stage in the process.
- Order Card - box ticked automatically – un-tick box if no PSC to be ordered.
- Save & Close SAFE Promotion
- Add Alternate IDs, e.g. National Insurance numbers of other EU countries where the customer has worked

Accepting a Non-Compliant image

The SAFE officer should make several attempts to obtain a compliant photograph, i.e. change the lighting and/or position of the customer.

When the SAFE Officer cannot get a compliant photo, s/he should accept the non-compliant image.

In order to do this, the SAFE officer <u>must</u> look at the image captured and ensure the following:

1. Plain Background
2. The customer is facing directly towards the camera
3. Neutral expression
4. Mouth closed
5. Eyes open and looking at the camera
6. No hair/headdress obscuring eyes or outline of face
7. Head must be level
8. Hat/Cap has been removed
9. Glasses are not being worn
10. Headdress which obscures the face has been removed

Once the SAFE Officer is satisfied that the photo is meets the above acceptable criteria s/he should accept the image captured.

The Image Verified box will not be ticked.
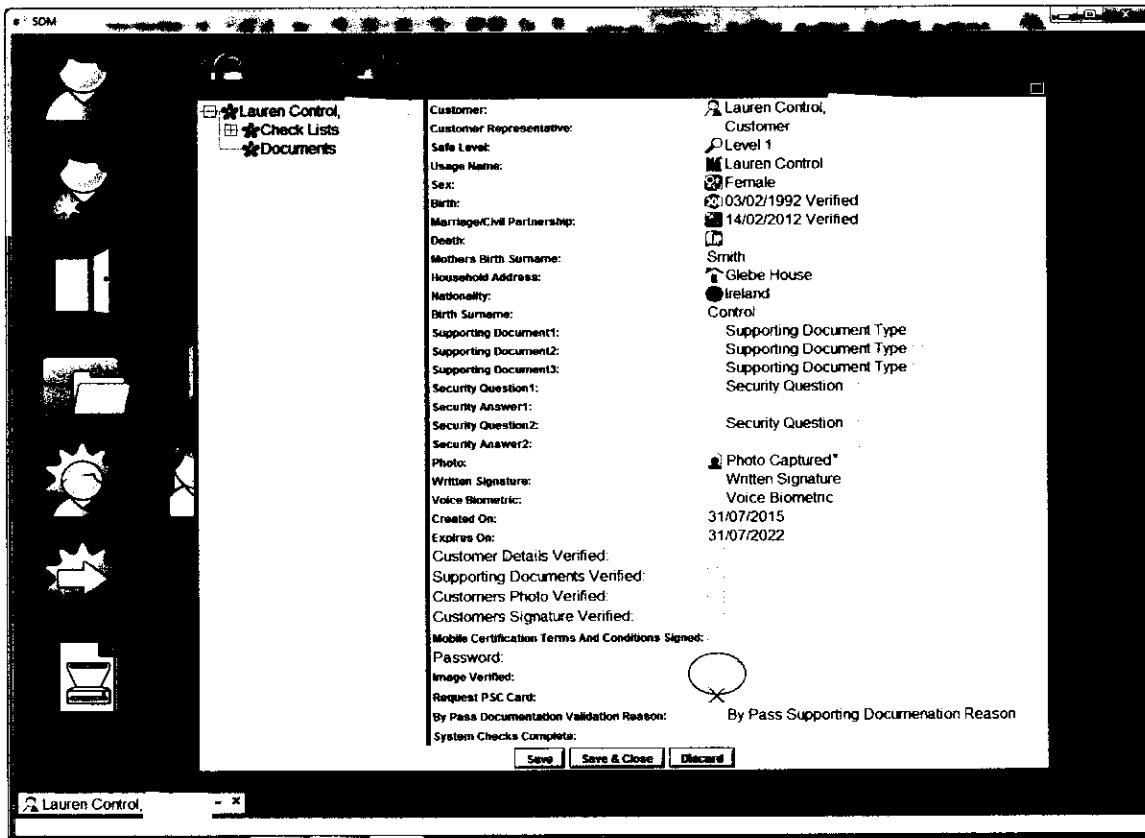
Right Click on the grey bar and select Verify Non Compliant Photo.
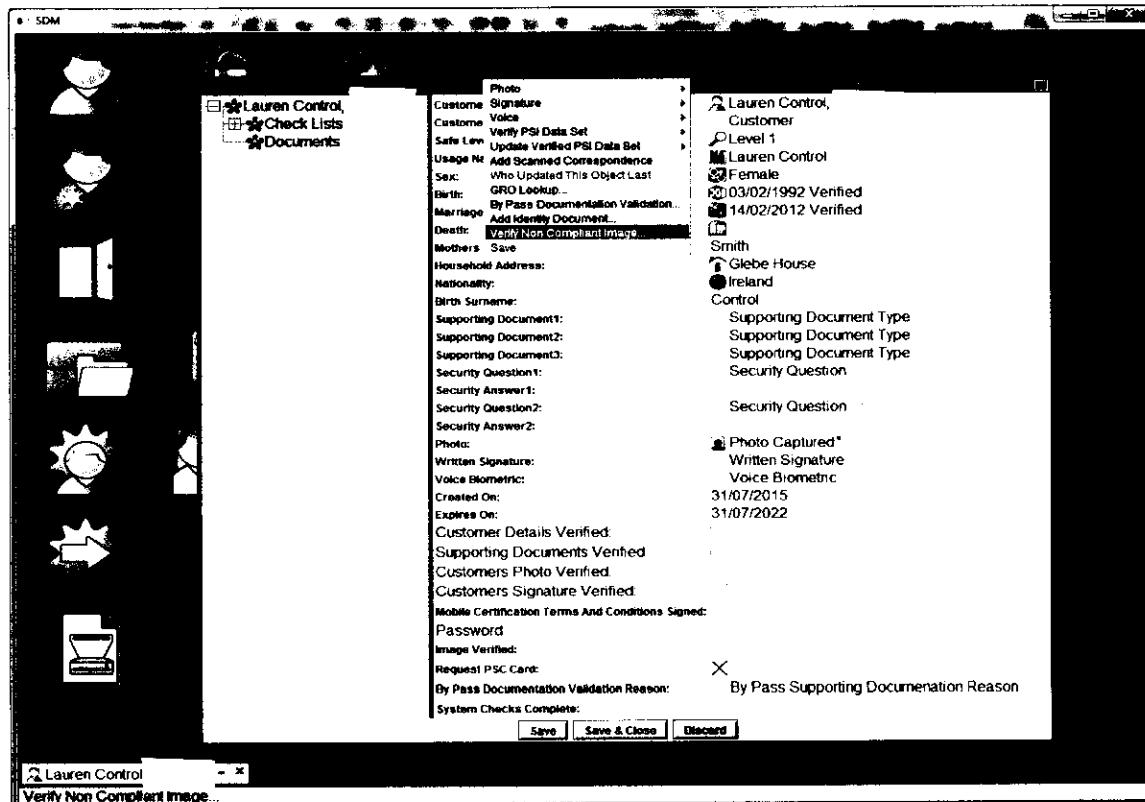
The Non-Compliant Image will be displayed.
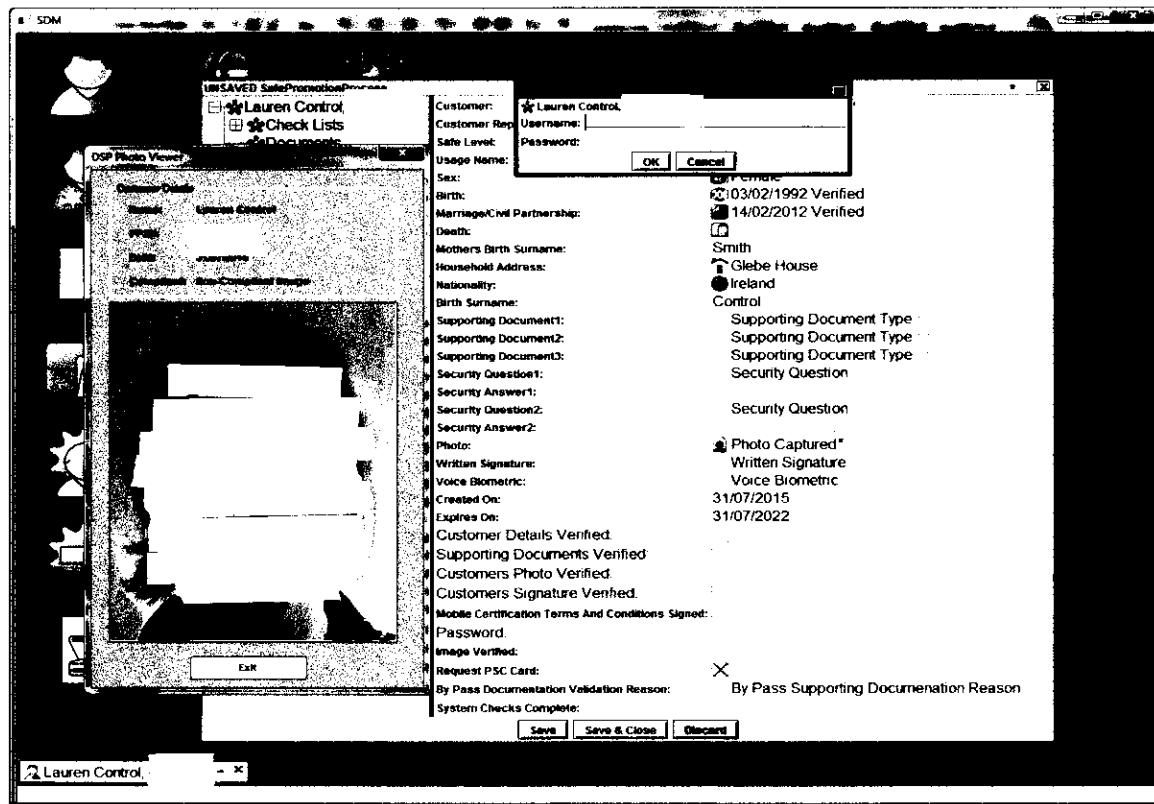
Click Exit on the Photo. The SAFE Officer should input his/her Username (the name they use to log onto SDM) and their Certificate Password and click on OK.
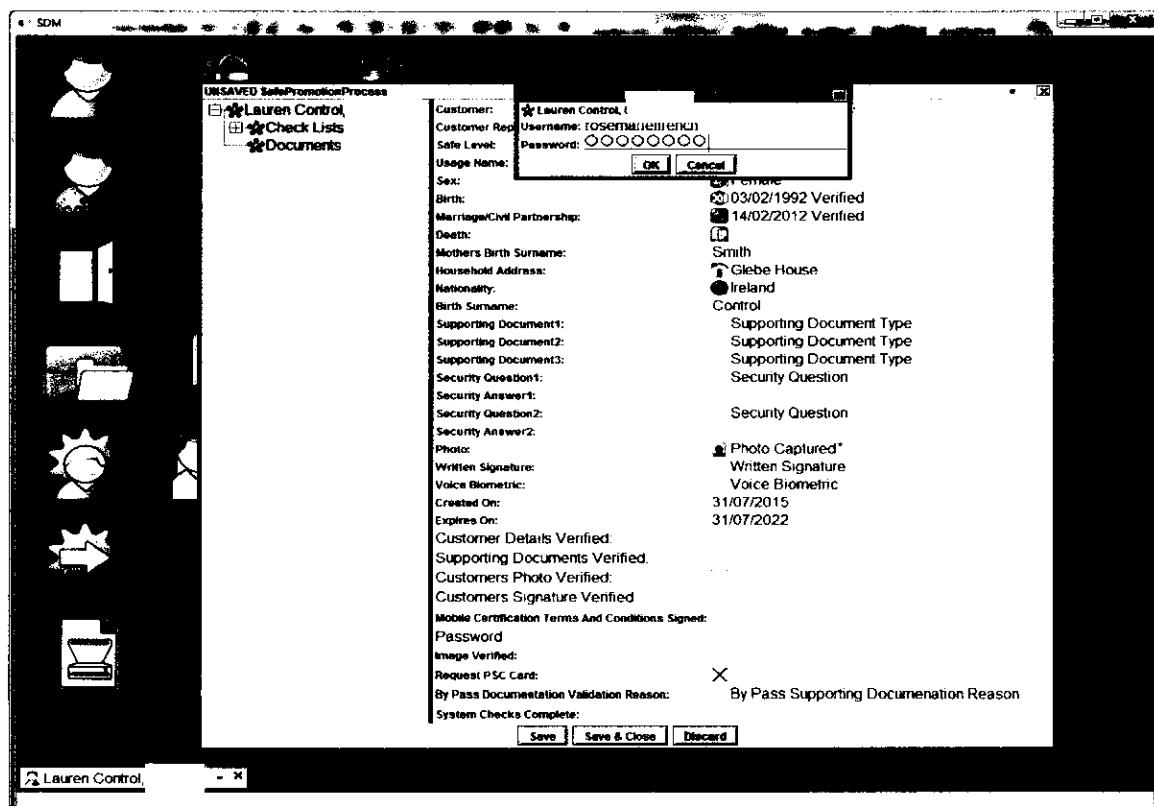
Once OK is clicked, the Verify Non Compliant Image box will disappear and the Image Verified box will automatically be ticked.

When the SAFE registration is complete the SAFE Officer will be able to select Save & Close.

(6)

ARRANGING SAFE APPOINTMENTS FOR CLIENTS WHO HAVE CONCERNS THAT A PPS NUMBER HAS BEEN COMPROMISED.

Client Identity Services (CIS) Control Section is contacted regularly by clients who have concerns regarding the possible theft or misuse of a PPS No. This may be as a result of personal documents containing a PPS No. having been lost or stolen, as a result of interacting with an unapproved website, or as a result of replying to a bogus unsolicited text or e-mail. The customer may be of the view that their Identity has been compromised, and may have been advised to contact the Dept. by the Gardai or another Authority.

Such clients are advised by CIS Control that, although such unfortunate interactions happen on a regular basis, subsequent fraudulent misuse of PPS No's and Personal data is very rare.

After all appropriate options are discussed with CIS Control, the client may wish to have their personal details authenticated and further protected by attending an office of this Dept. to be SAFE registered and receive a Public Services Card (PSC).

CIS Control will then endeavour to arrange an appointment at a suitable SAFE office location. In these circumstances, if an officer from CIS Control contacts your office to arrange a SAFE registration appointment for such a client, your co-operation would be much appreciated.

CIS CONTROL

5th MARCH 2014

SAFE OFFICERS

Safe Promotion
Local Scanning
LO Card Management
Sign_O
View Photo
SecScannedDocs
OverrideNonCompliant Photo

SAFE Supervisors will also need

Safe Promotion Supervisor

PPSN Allocation Centre Staff will need

Request PPSN

All general LO staff will now need

Local Scanning
View Photo

Braille PSC carriers

Where a person attends for SAFE registration, and it appears that the person has a visual impairment, the customer object should be checked to see if the person is in receipt of Blind Pension, or the Communication Requirement has 'Braille' recorded.

If this is the case, then the person should be asked if they wish to receive their PSC with the information in braille (not all persons on Blind Pension will use braille, and may not have a braille requirement noted on their customer object).

Should any other customer request that communications be received in Braille, firstly the Communication Requirement should be updated to reflect this, and then proceed as below.

If the person wishes to receive the information in braille, an email advising of this should be sent immediately after the SAFE registration to **all three email addresses below**:

pamela.keegan@welfare.ie,
shane.lawler@welfare.ie, and
carmel.mcglynn@welfare.ie

On receipt of email from the SAFE officer, Card Management will request the card production company not to issue the PSC, but to send it to Card Management.

On receipt of the PSC, Card Management will issue the PSC on the card carrier and the braille version of the card carrier text to the customer in an A4 envelope.

Create an alert for the Public Services Card Library

To create an alert to all changes made to documents in the Public service card library enter https://divisions/sites/CIS/Pages/Public%20Services%20Card%20-%20SAFE%20Rollout.aspx in the address bar and press enter.

Left Click on Guidelines

1. This will open the Public Services Card library. Click on Library and select 'Alert Me' and 'Set alert on this library' from the drop down list
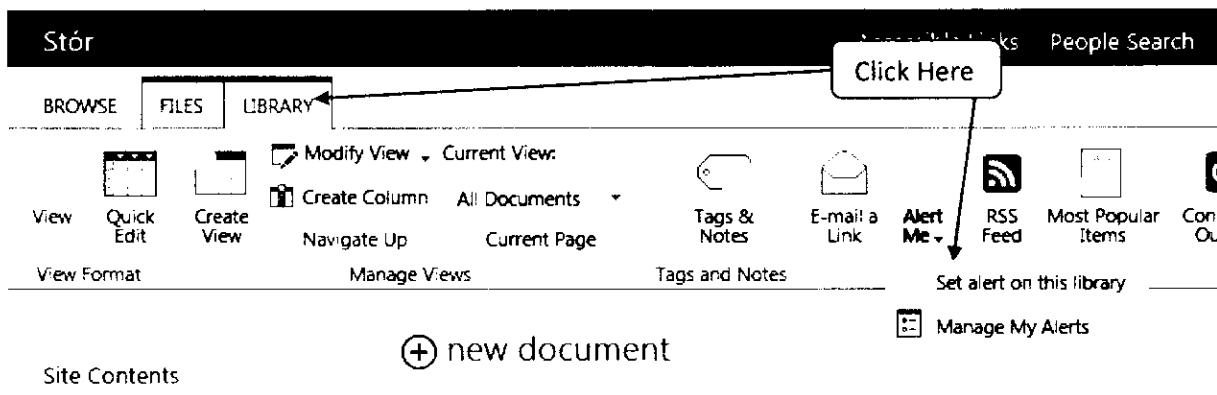
2. On the next screen ensure your username is in the 'Send Alerts To' box (should be there automatically), click 'ok' . The alert is now created.

You will now receive an alert message to your email inbox whenever there is a change to a document or a new document is uploaded by CIS

CREATING A TASK

If a case needs to be escalated to CIS this is done by creating a Task and assigning it to the CIS Card & SAFE Escalation Org Unit.

Minimise the Customer on BOMi – you can see Mickey Mouse Haji Control in the bottom left hand corner.

RC on the Task Class icon and LC on Create New Task
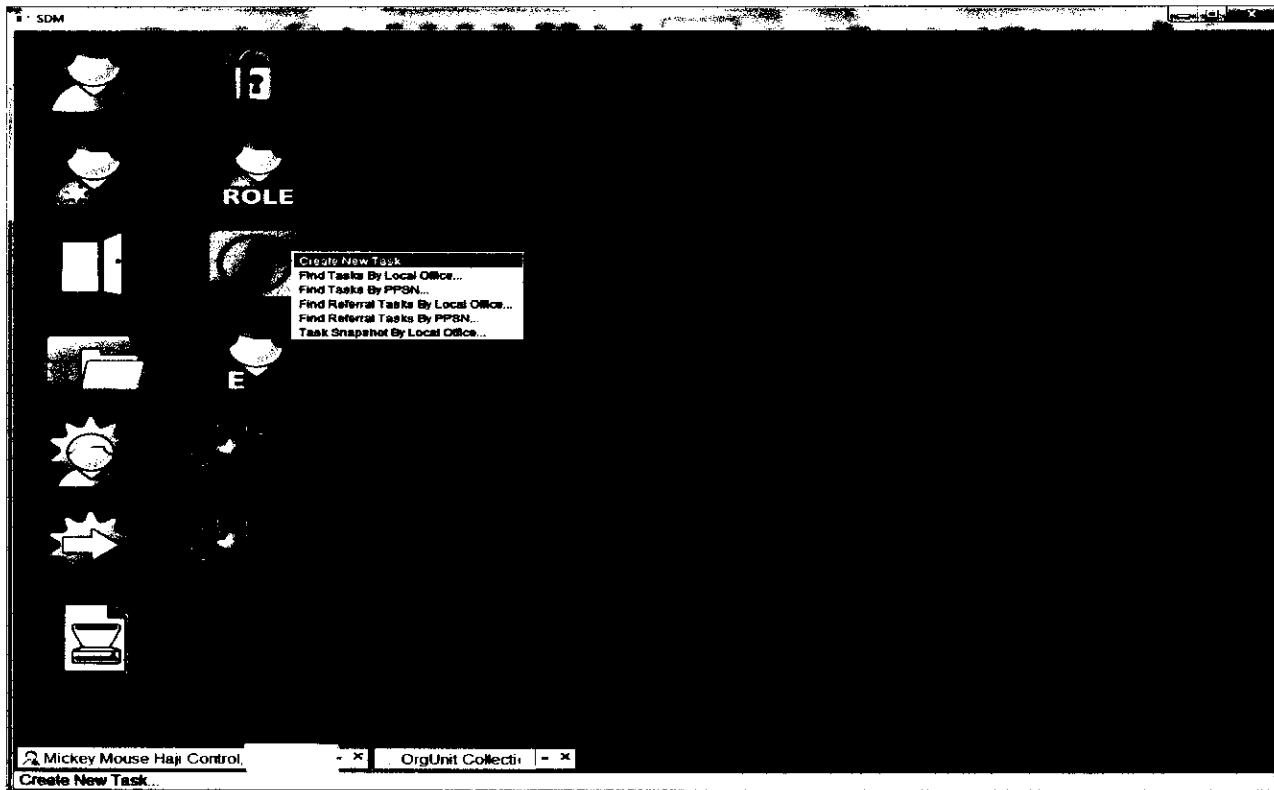
LC Generic from drop down list.

LC on OK.

```
Create New Task                    ⊠
▓ Task Class
Task Type: 🔎 Generic
      [ OK ]  [ Cancel ]
```
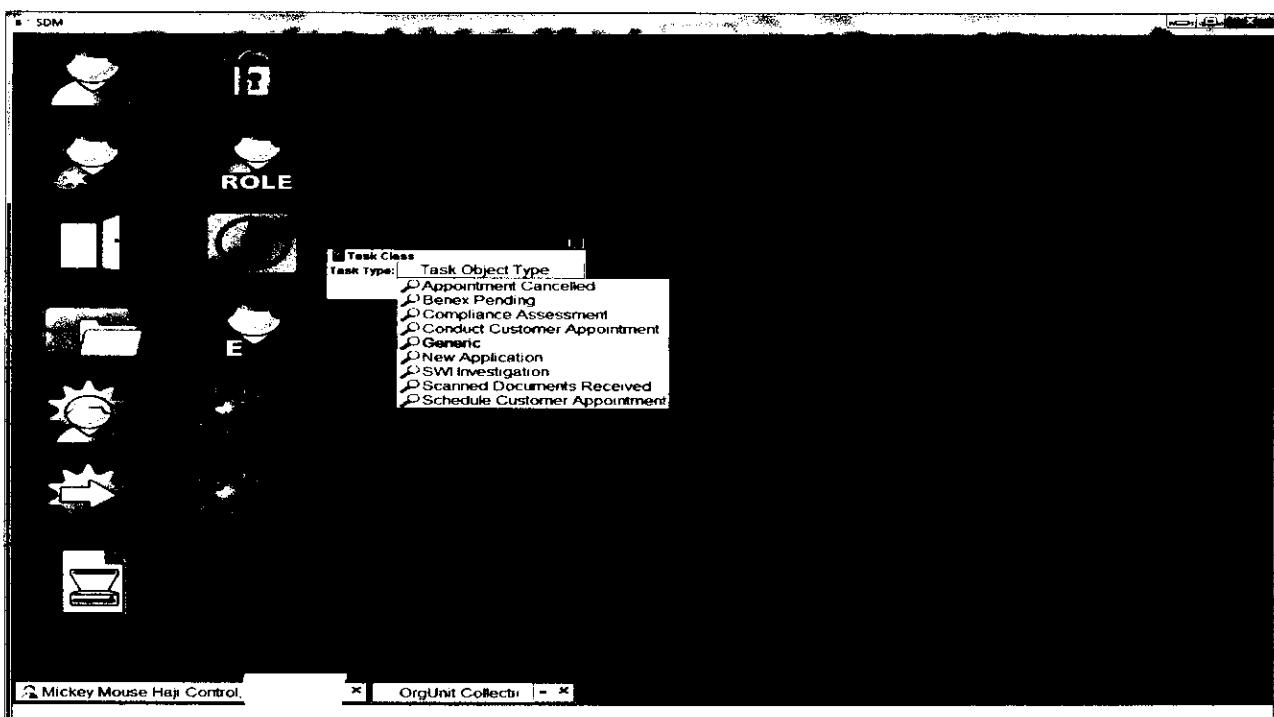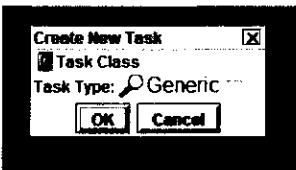
The Task has now been created

```
GenericTask
⊟ 🞿Pending[Generic] -     Type:                    🔎 Generic
 ├─ 🟏Task History        Description:             Generic
 │  🟏Context Actions     Assigned To:             🔓 Pauline LeGuen
 │  🟏Context             Status:                  🔲 Pending
 └─ ∴Recorded Actions     Review Date:             30/07/2012
                          Commentary:
                          Primary Context Object:    I Task Context
                          Secondary Context Object:  I Task Context
                          Started Date Time:
                          Created Date Time:       30/07/2012 13:55:25
                          Start Task:
                          Task Owner Title:
                     [ Save ] [ Save & Close ] [ Discard ]
```

LC on Save

```
GenericTask                                              ⬓⬓⊠
⊟ 🞿Pending[Generic] -     Type:                    🔎 Generic
 ⊞ 🟏Task History         Description:             Generic
    🟏Context Actions     Assigned To:             🔓 Pauline LeGuen
    🟏Context             Status:                  🔲 Pending
 ⊞ ∴Recorded Actions      Review Date:             30/07/2012
                          Commentary:
                          Primary Context Object:    I Task Context
                          Secondary Context Object:  I Task Context
                          Last Updated By ID:      12338
                          Started Date Time:
                          Created Date Time:       30/07/2012 13:57:33
                          Task Owner Title:
```

The Task Description should be updated:

To do this RC on the grey bar on top, LC Update and LC Update Description

```
GenericTask          Update              ▸ Update Description       ⬓⬓⊠
⊟ 🞿Pending[Generic] - Assign              ▸ Update Status Review Date...
 ⊞ 🟏Task History     Context Object      ▸ Generic
    🟏Context Actions Start Task...          🔓 Pauline LeGuen
    🟏Context         Cancel Task...         🔲 Pending
 ⊞ ∴Recorded Actions Who Updated This Object Last 30/07/2012
                     Suspend Task...
                     Save
                     Unsuspend Task..
                     Complete Task..         I Task Context
                     Secondary Context Object: I Task Context
                     Last Updated By ID:   12338
                     Started Date Time:
                     Created Date Time:    30/07/2012 13:57:33
                     Task Owner Title:
```

Give a brief Title to the Task replacing Generic, e.g. Level W Number, and LC OK

```
GenericTask
⊟ 🞿Pending[Generic] - Type:                                        ▢
 ⊞ 🟏Task History     Description:   🞿 Pending[Generic] -
    🟏Context Actions Assigned To:   Description: Level W Number|
    🟏Context         Status:               [ OK ]  [ Cancel ]
 ⊞ ∴Recorded Actions Review Date:          30/07/2012
                     Commentary:
                     Primary Context Object:    I Task Context
                     Secondary Context Object:  I Task Context
                     Last Updated By ID:   12338
                     Started Date Time:
                     Created Date Time:    30/07/2012 13:57:33
                     Task Owner Title:
```

To add the relevant PPS No. to the Task, RC on the grey bar, LC on Context Object and LC on Set Primary Context Object
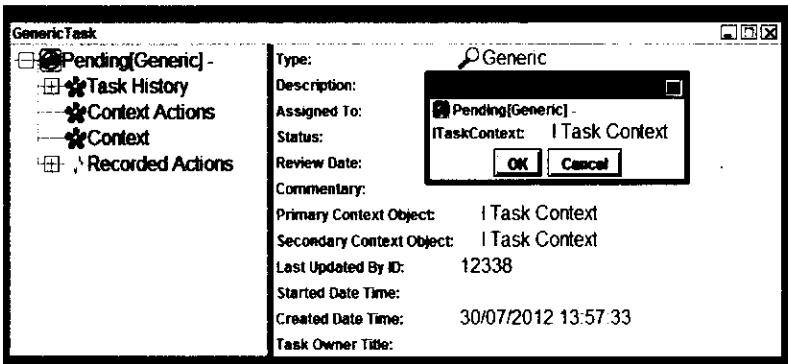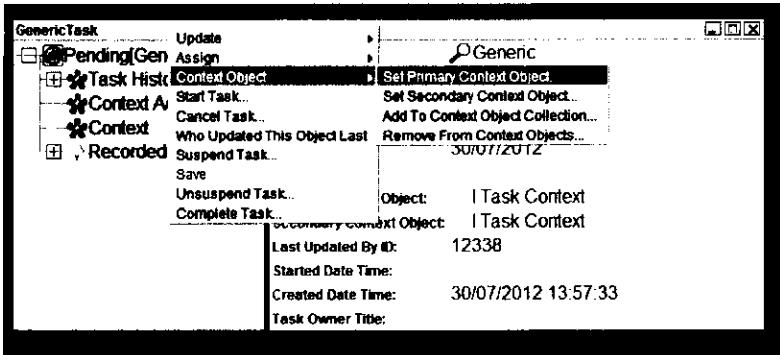
Drag and drop the Customer into the I Task Context box and LC OK.
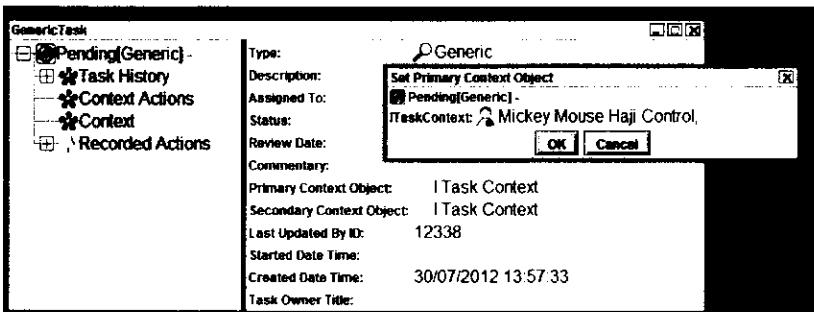
If the Customer has a second PPS No. the Secondary Context Object can be used to record this.
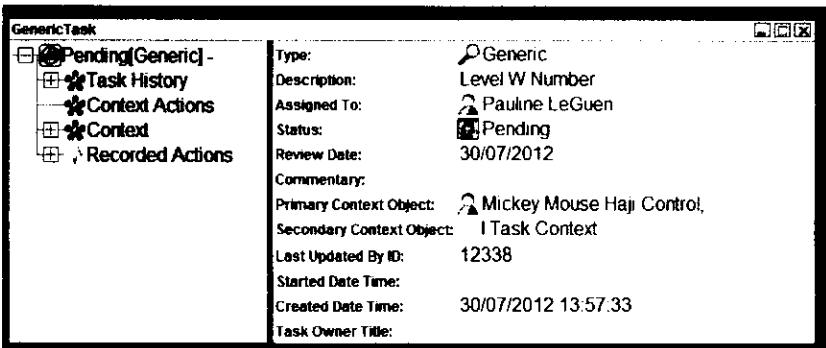
To Assign the Task to CIS Card & SAFE Escalation Org Unit, LC on Assign, LC Assign Task
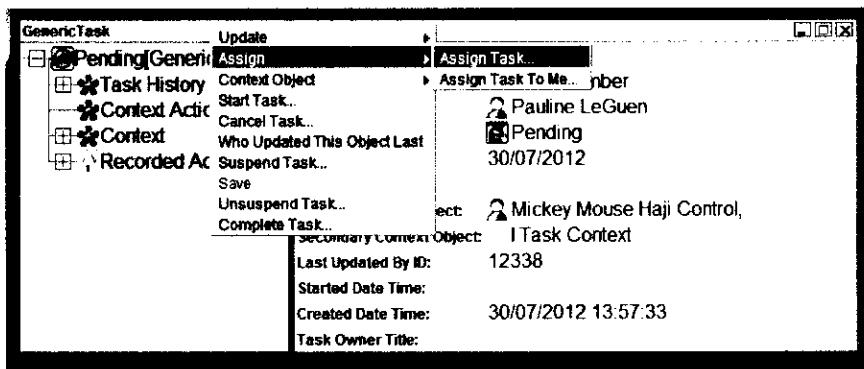
The Assign Task box will open
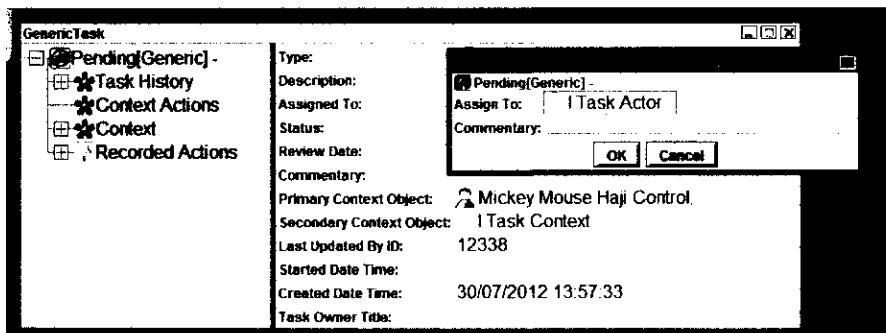
To find an Org Unit, RC on Org Unit icon and LC Find Org Units
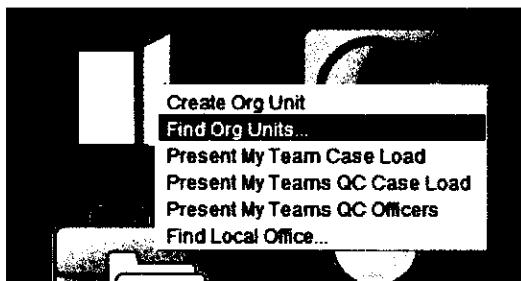
To find CIS Card & SAFE Escalation Org Unit type CIS Card & SAFE Escalation into the Description in the Find Org Units box and LC OK
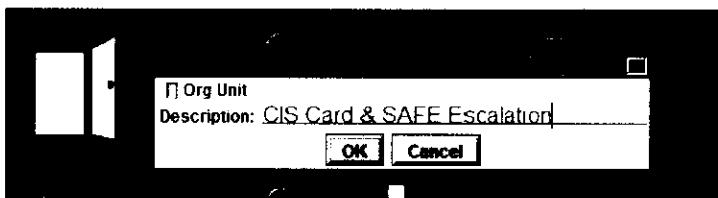
Drag the Org Unit over and drop into the I Task Actor box
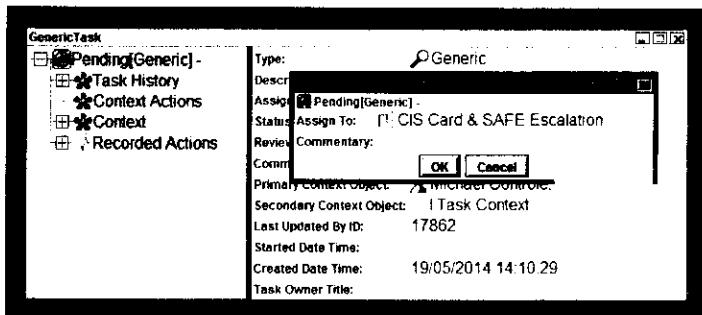
Add a detailed Commentary outlining what action you want CIS to take in this particular case and LC OK.
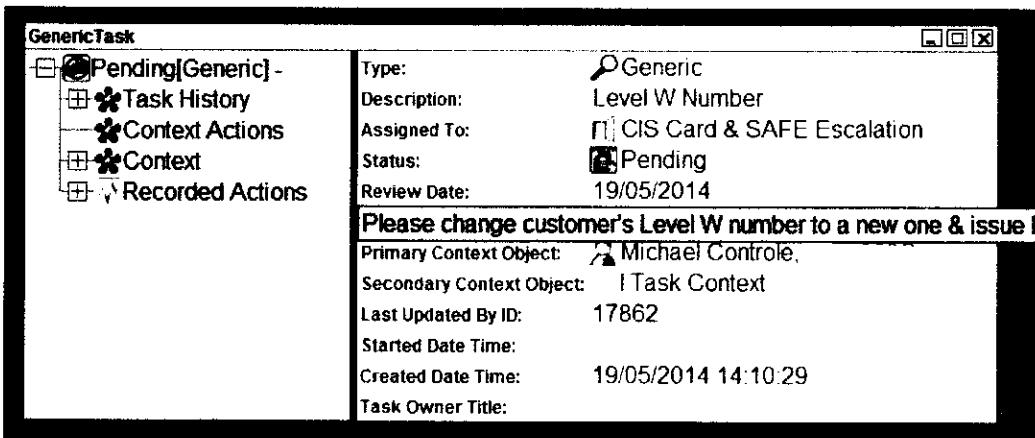
(If you LC once on the Commentary you will be able to see the full text)

The Task has now been sent to CIS.

To whom it concerns

When a customer has gone through the registration process and **has been fully promoted to safe level 2**, can staff please ask these customers if they have their paper free travel pass with them. If YES staff are to take the Free Travel Pass out of the plastic pouch and stamp the paper Free Travel Pass **with the expiry stamp 6 weeks from that date**.

The date stamp should be changed daily as to always allow 6 weeks from safe 2 promotion to the Free Travel pass expiring. Should customers query this, staff can advise that this is part of the process to ensure the Department get paper free travel passes out of circulation for customers who have been registered to safe 2 and will received their new PSCFT.

Any queries please come back to me.

Thanks

Freda

Freda McGowan

Dept of Social Protection

Free Schemes Section

Social Welfare Services Office

College Road

Sligo

Tel 35371-9113537

email freda.mcgowan@welfare.ie

How to deal with a name change and re-capture signature for customers already at SAFE Level 2 who have changed name, for example, on marriage

This should only be used for customers who are at SAFE 2. The existing PSC should be taken from the customer and returned to CIS Card Management, PO Box 19, Carrick on Shannon, Co Leitrim.

Open customer record and scan the document presented by the customer showing the name change, e.g. Marriage Certificate. To do this RC on the grey bar and LC on Add Scanned Correspondence (it is not necessary to go into the SAFE Promotion Screen) and save the scanned image.

LC in the box to the left of Activities and RC on the SAFE Registration Level 2 (Current). LC "Deal With Name Change".

Deal With Name Change

The UNSAVED SafeNameChangeProcess box will open.

Legal Change...

Record new Usage Name of customer as per document presented and LC "OK"

Screenshot 1 (SDM – Customer):

Customer
- Eenie Anne Control,
  - Names
  - Customer Cases
  - Schemes
  - Payment Methods
  - Previous Claims
  - Previous Once Off Claims
  - Alternate I Ds
  - Recorded Actions
  - Activities
    - Safe Registration Level 1 (EXPIRED)
    - Safe Registration Level 1 (EXPIRED)
    - Safe Registration Level 2 (EXPIRED)
    - Safe Registration Level 1 (EXPIRED)
    - Safe Registration Level 2 (EXPIRED)
    - Safe Registration Level 1 (EXPIRED)
    - Safe Registration Level 1 (EXPIRED)
    - Safe Registration Level 1 (EXPIRED)
    - Safe Registratio...
    - Safe Registratio...
  - Certificates
  - Certifier Certificates
  - Email Addresses
  - Telephone Numbers
  - Previous Addresses

PPSN:
Sex: Female
Usage Name: Eenie Anne Control
Birth Surname: Controle
Mothers Birth Surname: Smythe
Birth: 29/10/1997 Verified
Death:
Marriage/Civil Partnership: 12/10/2012 Verified
Civil Status: Married
Household Address: Carmel Mcglynn Cis
Correspondence Address: Pleguen, Cis, Social Welfare
Language Pref: English
Nationality: Ireland
Special Needs Type: Unknown
Communication Requirement: Unknown
Contribution History: Contribution History For Eenie Anne Control,
Date Of Entry:
Employer No:

UNSAVED SafeNameChangeProcess
a SafeNameChangeProcess
Usage Name:
Written Signature:
Customers Signature Verified:
Password:
Revoke Existing PSC
Request New PSC

Eenie Anne Control
Title: Ms
First Name: Eenie Anne
Surname: Jones
Suffix: Suffix Format
[OK] [Cancel]

9/01/2014 11:35:06
09/01/2014 12.11.33

Save | Save & C

Screenshot 2 (SDM – Customer):

Customer
- Eenie Anne Jones,
  - Names
  - Customer Cases
  - Schemes
  - Payment Methods
  - Previous Claims
  - Previous Once Off Claims
  - Alternate I Ds
  - Recorded Actions
  - Activities
    - Safe Registration Level 1 (EXPIRED)
    - Safe Registration Level 2 (EXPIRED)
    - Safe Registration L...
    - Safe Registration L...
    - Safe Registration L...
    - Safe Registration L...
    - Safe Registration L...
    - Safe Registration L...
    - Safe Registration L...
  - Certificates
  - Certifier Certificates
  - Email Addresses
  - Telephone Numbers
  - Previous Addresses

PPSN:
Sex: Female
Usage Name: Eenie Anne Jones
Birth Surname: Controle
Mothers Birth Surname: Smythe
Birth: 29/10/1997 Verified
Death:
Marriage/Civil Partnership: 12/10/2012 Verified
Civil Status: Married
Household Address: Carmel Mcglynn Cis
Correspondence Address: Pleguen, Cis, Social Welfare
Language Pref: English

UNSAVED SafeNameChangeProcess
a SafeNameChangeProcess
Usage Name: Eenie Anne Jones
Written Signature: Written Signature   Eenie Anne Mary Control,
Customers Signature Verified:
Password:
Revoke Existing PSC
Request New PSC:

Save | Save & Close | Discard   on. 09/01/2014 11:35:06

Current Signature: Written Signature captured on 24/02/2014 14:43:27
Last Updated By ID: 12338
Consent To Use PSI Data:
Relationships Collection: a RelationshipsCollection
Means Factor Collection: a MeansFactorCollection

RC the grey bar on the UNSAVED SafeNameChangeProcess box and LC "Capture Signature"

Menu for object a SafeNameChangeProcess

The DSP Capture Signature box will open. Ask customer to sign their new signature, LC Accept and LC Exit.

Signature Capture Date: Monday 24 February 2014

Re-Capture   Accept   Exit

LC "Customers Signature Verified", LC the Revoke Existing PSC and LC Request New PSC boxes, insert Certificate Password and LC "Save & Close".
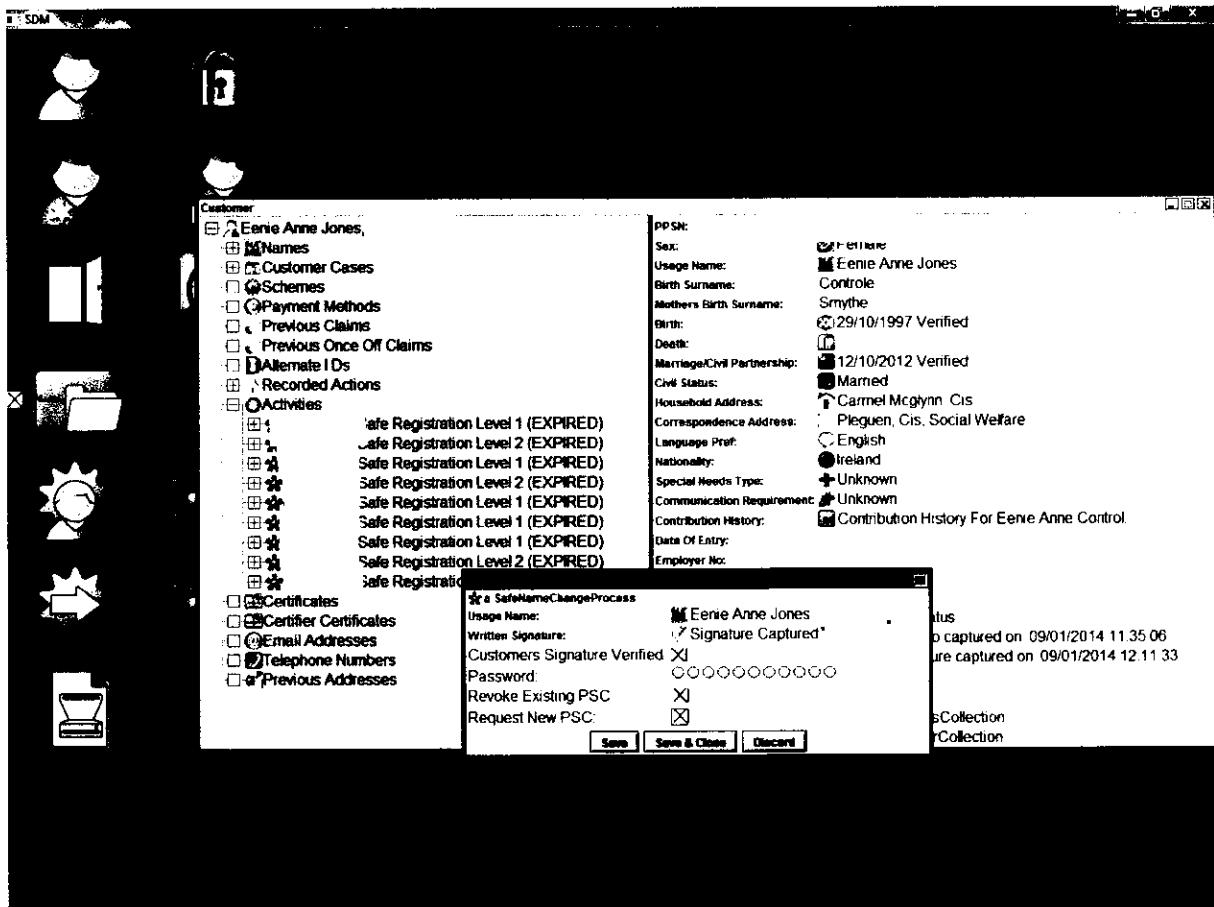
The new PSC will be requested with the new name, new signature and the same expiry date as the previous PSC.

Refresh screen in order to update Current Signature on the customer screen.

Customer	
⊟ Eenie Anne Jones,	**PPSN:**
☐ Names	**Sex:** Female
☐ Customer Cases	**Usage Name:** Eenie Anne Jones
☐ Schemes	**Birth Surname:** Controle
☐ Payment Methods	**Mothers Birth Surname:** Smythe
☐ Previous Claims	**Birth:** 29/10/1997 Verified
☐ Previous Once Off Claims	**Death:**
☐ Alternate I Ds	**Marriage/Civil Partnership:** 12/10/2012 Verified
☐ Recorded Actions	**Civil Status:** Married
⊟ Activities	**Household Address:** Carmel Mcglynn Cis
⊞ Safe Registration Level 1 (EXPIRED)	**Correspondence Address:** Pleguen, Cis, Social Welfare
⊞ Safe Registration Level 2 (EXPIRED)	**Language Pref:** English
⊞ Safe Registration Level 1 (EXPIRED)	**Nationality:** Ireland
⊞ Safe Registration Level 2 (EXPIRED)	**Special Needs Type:** Unknown
⊞ Safe Registration Level 1 (EXPIRED)	**Communication Requirement:** Unknown
⊞ Safe Registration Level 1 (EXPIRED)	**Contribution History:** Contribution History For Eenie Anne Jones,
⊞ I Safe Registration Level 1 (EXPIRED)	**Date Of Entry:**
⊞ Safe Registration Level 2 (EXPIRED)	**Employer No:**
⊞ Safe Registration Level 2 (EXPIRED)	**Debt:** I Debt
⊞ Safe Registration Level 2 (CURRENT)	**Safe Level:** Level 2
☐ Certificates	**Quarantine:** Quarantine Status
☐ Certifier Certificates	**Current Photo:** Webcam Photo captured on 09/01/2014 11.35.06
☐ Email Addresses	**Current Signature:** Written Signature captured on 24/02/2014 14:43:27
☐ Telephone Numbers	**Last Updated By ID:** 12338
☐ Previous Addresses	**Consent To Use PSI Data:**
	Relationships Collection: a RelationshipsCollection
	Means Factor Collection: a MeansFactorCollection

Irish Driver Learner Permits may be accepted as Photo ID

Following discussions with the RSA as to how Driver Learner Permits (previously Provisional Licences) are issued, it has been decided that they may be accepted as Photo ID.

They should be recorded as Driving Licences (it will be obvious from the scan whether it was a Full Licence or Learner Permit).

As with Driving Licences, any Learner Permit presented as Photo ID must be checked to see if the photo has been tampered with and also for the presence of the security printing features. The signature should also be checked.

It is hoped that this will reduce the number of customers being passed on to a Supervisor because they have no acceptable Photo ID.

HOW TO USE YOUR PUBLIC SERVICES CARD FOR FREE TRAVEL

This leaflet provides some starting information on how to use your Public Services Card for free travel. Please visit **www.freetravel.ie** for more information on:

How to manage your card

Participating operators

Customer service contact details and supports (also listed at end of this leaflet)

Your Public Services Card can be used in two ways for Free Travel:

As a smartcard on services that have smartcard readers please validate each journey using instructions to the right

On services where the smartcard cannot be read, please present your card to the driver or at the ticket office

Soláthraíonn an bhileog seo roinnt eolais tosaithe ar chonas do Chárta Seirbhísí Poiblí a úsáid d'iompar saor in aisce. Tabhair cuairt ar **www.freetravel.ie** do thuilleadh eolais ar:

Conas do chárta a bhainistiú

Oibritheoirí rannpháirteacha

Sonraí teagmhála agus tacaíochtaí sheirbhíse do chustaiméirí (liostáilte ag deireadh na bileoga seo chomh maith)

Is féidir do Chárta Seirbhísí Poiblí a úsáid ar dhá shlí d'Iompar Saor in aisce:

Mar chárta cliste ar sheirbhísí a bhfuil léitheoirí chárta cliste acu bailíochtaigh gach turas ag úsáid na treoracha ar dheis.

Ar sheirbhísí nach féidir an cárta cliste a léamh, taispeáin do chárta don tiománaí nó ag oifig na dticéad

An Roinn Coimirce Sóisialaí
Department of Social Protection

TACAITHE AG / SUPPORTED BY

Transport for Ireland

PLEASE NOTE:

You will hear a beep from the smartcard reader when your card has been read successfully.

Present your card (or ticket as applicable) when requested during travel.

Your companion, spouse or partner may be required to show appropriate identification on request.

FOR MORE INFORMATION:

Visit: **www.freetravel.ie**

Contact our free travel team at: **1890 500 000**

Ask your driver or other staff member for assistance

Version 1.0 Issue date October 2015

TABHAIR FAOI DEARA:

Cloisfidh tú bíp ón léitheoir cárta cliste nuair a léadh do chárta go rathúil.

Taispeáin do chárta (nó ticéad mar is cuí) nuair a iarrtar ort le linn taistil.

D'fhéadfadh go mbeidh ar do chompánach, céile nó pairtnéir aitheantas cuí a léiriú ar iarratas.

LE TUILLEADH EOLAIS A FHÁIL:

Tabhair cuairt ar: **www.freetravel.ie**

Téigh i dteagmháil lenár bhfoireann shaorthaisteal ar: **1890 500 000**

Cuir ceist ar do thiománaí nó ball foirne eile do chúnamh

Leagan 1.0 Dáta eisithe Meán Fómhair 2015

	TRAVELLING ALONE	TRAVELLING WITH A COMPANION SPOUSE OR PARTNER (when applicable)
Bus Éireann (Dublin & Cork city and commuter services)	Hold your card on the driver's ticket machine	Hold your card on the driver's ticket machine and collect your companion, spouse or partner's ticket
Dublin Bus	Hold card to the smartcard reader at entry to bus until it beeps. If your card fails to read please present to the driver for assistance	Hold your card on the driver's ticket machine and collect your companion or partner's ticket
Private operators	Hold your card on driver's ticket machine and follow instructions	
Local Link services (rural transport)	Present your card on request when booking and travelling	
Iarnród Éireann Irish Rail (DART)	Hold your card on the smartcard reader at gate / platform at entry and exit	Present your card at the ticket office and collect your companion, spouse or partner's ticket
Iarnród Éireann Irish Rail (commuter rail & intercity)	Present your card at the ticket desk and collect your companion, spouse or partner's ticket. You will need this ticket to gain access to the service	
Luas services	Hold your card on the smartcard reader at platform at entry and exit	Present your card on request

	AG TAISTEAL GO HAONRACH	AG TAISTEAL LE COMPÁNACH CÉILE NÓ PAIRTNÉIR (nuair is cuí)
Bus Éireann (Seirbhísí cathrach agus comaitéara Bhaile Átha Cliath & Corcaigh)	Coinnigh do chárta ar mheaisín ticéid an tiománaí	Coinnigh do chárta ar mheaisín ticéid an tiománaí agus bailigh ticéad do chompánach, céile nó pairtnéir
Bus Átha Cliath	Coinnigh do chárta ar an léitheoir cárta cliste ar iontráil an bhus go dtí go bpreabann sé. Má theipeann do chárta a léamh, tabhair do chárta don tiománaí do chúnamh	Coinnigh do chárta ar mheaisín ticéid an tiománaí agus bailigh ticéad do chompánach, céile nó pairtnéir
Oibritheoirí Príobháideacha	Coinnigh do chárta ar mheaisín ticéid an tiománaí agus lean na treoracha	
Seirbhísí Local Link (iompar tuaithe)	Taispeáin do chárta ar iarratas nuair a bhíonn ag áirithiú agus ag taisteal	
Iarnród Éireann (DART)	Coinnigh do chárta ar an léitheoir cárta cliste ag an ngeata / ardán ag iontráil agus ag imeacht	Taispeáin do chárta ag oifig na dticéad agus bailigh ticéad do chompánach, céile nó pairtnéir
Iarnród Éireann (iarnród comaitéara & idirchathrach)	Taispeáin do chárta ag deasc na dticéad agus bailigh ticéad do chompánach, céile nó pairtnéir. Beidh an ticéad seo uait le rochtain a fháil ar an tseirbhís	
Seirbhísí Luas	Coinnigh do chárta ar léitheoir cárta cliste ar ardún ag iontráil agus imeacht	Taispeáin do chárta ar iarratas

HOW TO COMPLETE THE "FAILURE TO PROGRESS TO SAFE 2 REPORT"

ON STÓR

Create shortcut to the link on Stór

This online reporting application has been developed to inform scheme areas where their customers fail to attend their SAFE Registration appointment or fail to complete the SAFE Registration process.

Please access the application through the link below;

http://stor/SWS/S/Car/S/CIS/Lists/SAFE%20DNA%20List/AllItems.aspx

When open on Stór please save to your favourites for future ease of access.

Please create a new failure to progress to SAFE Two Report in the following situations;

1. The customer has been invited to attend for SAFE Registration. They fail to attend and do not make contact. A second appointment issues, again the customer fails to attend and does not make contact.

2. The customer has been invited to attend for SAFE Registration. They repeatedly cancel or defer their appointment and ultimately do not attend for SAFE Registration.

3. The customer attends for SAFE Registration. The customer does not have all required documentation, is registered to SAFE level 1, and is requested to bring in all outstanding documentation. The customer fails to return with or supply the necessary documentation within a specified timeframe.

4. The customer attends for SAFE Registration. Having interviewed the customer, the SAFE Supervisor is not satisfied that the person has authenticated their identity to a 'reasonably assured' level and therefore cannot SAFE promote that person to SAFE level 2. The customer remains at SAFE level 1.

The following page will open:
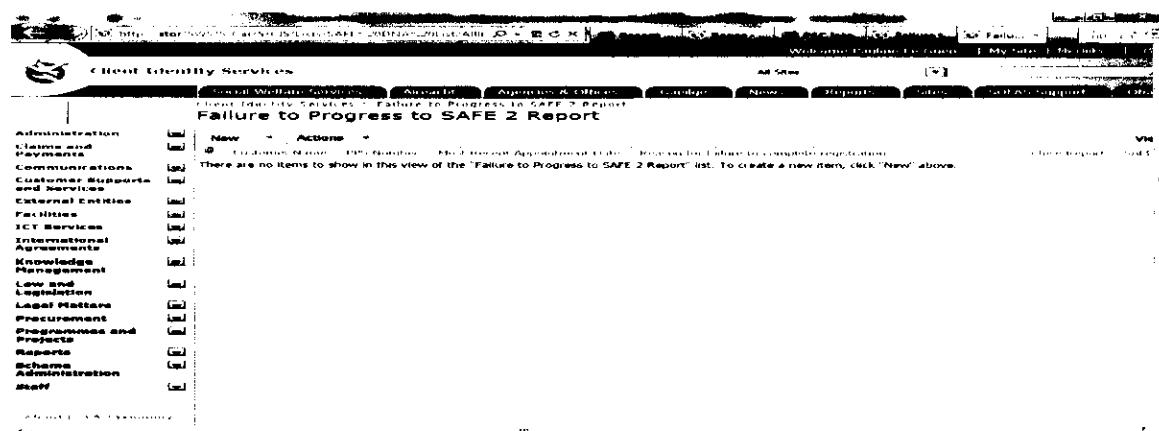
To create a Failure to Progress to SAFE 2 Report, LC on the dropdown to the right of New and LC New Item

Complete fields with relevant information:

Your SAFE LO Code

Customer Name

PPS Number

Date of Most Recent Appointment

The reason why the customer failed to reach SAFE Level 2

If the calendar option won't work for you then you need to click the compatability view icon shown below.
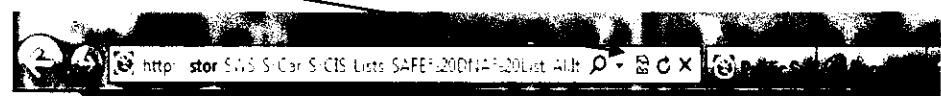
The icon should turn a blue colour and you will then have access to use the calendar (this only needs to be done the first time you use this page).
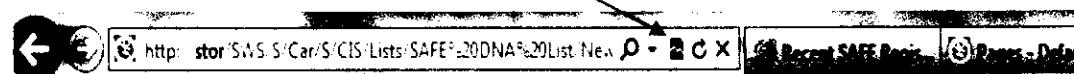
If none of the first 4 reasons suit, you can LC in the Specify your own value box and type the reason in the free text box. This can be expanded upon by using the "Other Comments" box.

LC "ok" and the report has been completed and will appear on a list (see below).

Frequently asked Questions

Q.   What do I do if customer has no photo id?

A   Capture photograph and signature and refer to Supervisor for interview.

Q.   At what age can a child be registered to SAFE level 2?

A.   16 years and over.

Q.   What if someone cannot sign their name?

A.   Check documents they present to see if signed or not. If not they may make their mark (e.g. X)

Q.   Does all headgear have to be removed?

A.   No. It is not necessary to remove Hijabs or Turbans once the outline of the customers face can be seen. Any customer that may be wearing headgear e.g. hats, scarfs due to medical conditions are also acceptable once the outline of the customers face can be seen and a case note has been entered.

Q.   Do glasses have to be removed?

A.   Yes.

Q.   What if customer has an artificial eye or other eye problems?

A.   In these cases it may not be possible to get a compliant photo, however if you get a non-compliant photo, once this photo crops accept photo and refer to a supervisor to accept a non-compliant photo. Please put a case note stating customer has eye problem.

Q.   What if I cannot get a compliant photo after trying different lighting/positioning of the customer?

A.   If the photo crops accept photo and refer to supervisor to accept a non-compliant photo. Otherwise please contact the PSC/SAFE Rollout Helpdesk in CIS.

Q.   What if customer has a Level W PPS number?

A.   Explain to customer about Level W being changed to previous/new number. If customer is agreeable to change their number, give customer explanatory note about Level W numbers. Do SAFE registration, do NOT issue PSC (un-tick the Request PSC box) and escalate to CIS via Task.

If customer does not wish to change their Level W number capture photo and signature only.

Q. What do I do if a customer comes into LO to report lost/stolen/damaged PSC?

A. Give them the number of the Helpdesk - 1890 837000 - and ensure they know their own PPS number.

Q. What if customer phoned Helpdesk number and cannot activate their PSC?

A. The LO should contact ext. 41572 (071 9672572) in the presence of the customer.

Q. What if I make a mistake entering data and have saved SAFE registration? Can it be corrected?

A. Cancel PSC request. Amend data, i.e. usage name, add former names, change/specify place of birth, verify DOB or household address and re-order PSC.
Any other data that has been entered incorrectly please contact the PSC/SAFE Rollout Helpdesk in CIS.

Q. What if I attach the scanned documents to the wrong PPSN.

A. Contact the SAFE/PSC Rollout Helpdesk.

Q. What if I attach the wrong photograph/signature to the wrong PPSN.

A. Contact the PSC/SAFE Rollout Helpdesk.

Q. What if I have accepted a photo that does not meet the photo requirements?

A. If you have not saved the SAFE promotion discard and start again.
If you have saved the SAFE promotion you will have to do a full new SAFE promotion. Go to Activities on the customer screen RC on the SAFE Registration and LC New SAFE Promotion.

Q. What if I forget to "Add Identity Documents" during SAFE Promotion process.

A. You can "Add Identity Documents" by going to the SAFE Promotion under Activities on the Customer screen.

Q. For whom can a valid Irish driving licence/learners permit/UK driving licence be accepted as an identity document?

A. Irish/UK born customers only.

Q. Is an out of date Irish driving licence/learners permit/ UK driving licence a valid identity document?

A. No. Capture photograph and signature and refer to Supervisor for interview.

Q. Is an out of date Irish/UK passport a valid identity document?

A. An expired Irish/UK passport up to a maximum of 12 months can be accepted by a SAFE officer.
For customers who have passports expired more than 12 months, capture photograph and signature and refer to Supervisor for interview.

Q. If an Irish citizen adopted within the 26 counties does not have their adoption certificate with them can they be SAFE promoted?

A. No. An adoption certificate must be presented.

Q. Is a short form Birth Certificate acceptable for Irish/UK born customers?

A. No.

Q. How do I create a Task?

A. Refer to manual on Stór page http://stor/SWS/S/Car/S/CIS/Pages/PSC.aspx.

How to check if a customer has a PSC on SDM/BOMi

On the customer screen open the customer's record.

On the customer screen RC on Grey Bar, LC on Cards & LC on Find All Cards
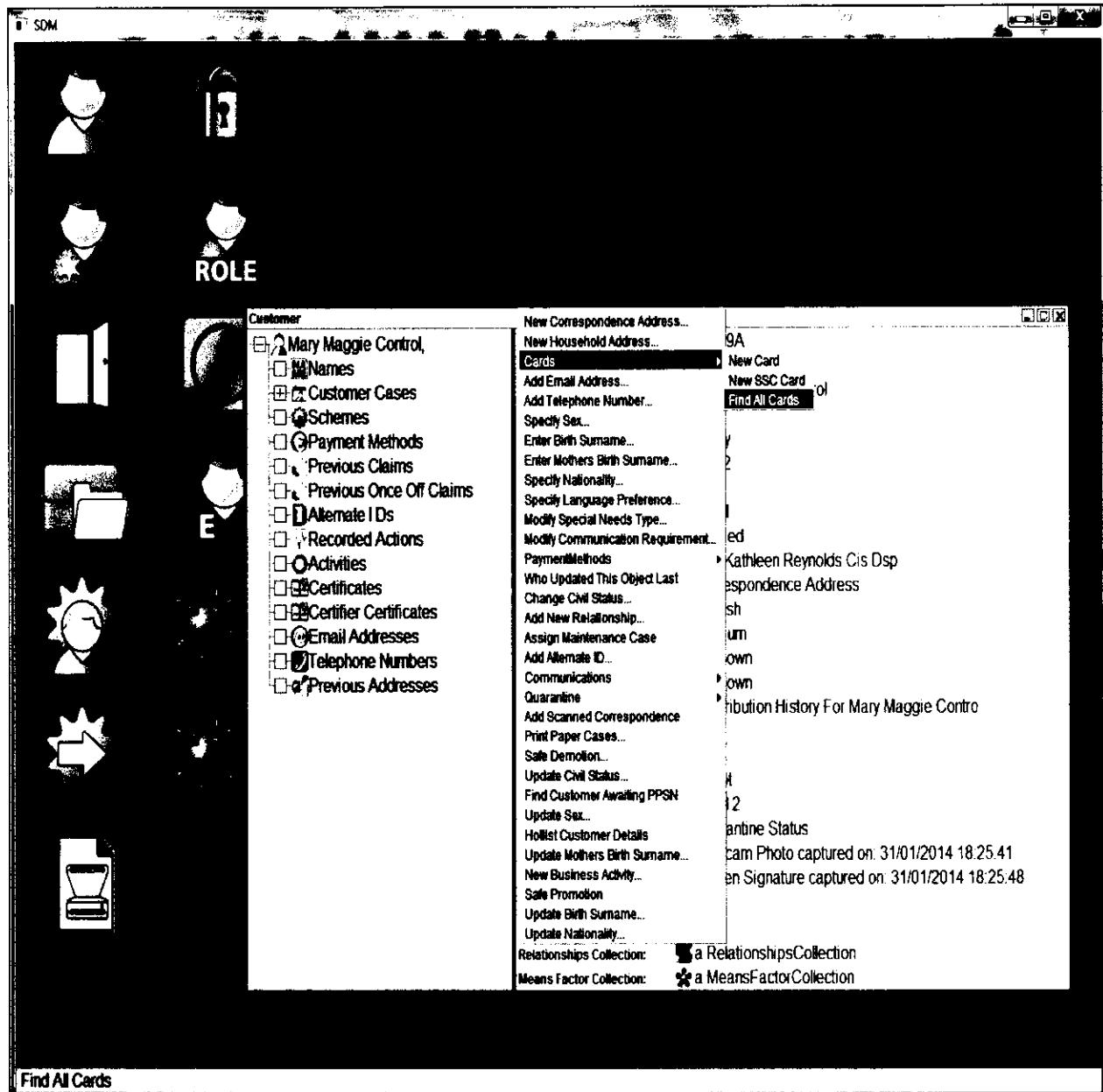
You will see a "Results Collection".

The following categories exist:

Requested – means that the PSC has been requested on the system and the request can be cancelled by using the Cancel Request option when you RC on the PSC.

Sent – means that the PSC request has been sent to the card production company. This cannot be cancelled by an Officer but if necessary the Officer can email sect_reg3@welfare.ie and give details of the PSC to be re-called and the reason why. This can also be done by contacting the SAFE Rollout Helpdesk – 41794.

Distributed – means that the PSC has been posted out to the customer. If this PSC is incorrect the Officer must contact the customer directly.

Issued – means that the customer has activated the PSC.

Revoked – means that the PSC has been cancelled.

On some customers' results collections there may be a number of PSCs and the most recent will be at the end of the list of PSCs.

To record and verify a mobile phone number on the SAFE Promotion screen

Open the SAFE Promotion screen and capture the photograph and signature as normal.

To record mobile phone number:

STEP 1

RC (right click) on the grey bar

LC (left click) 'Verify PSI Data Set'

LC 'Add Telephone Number'

If the phone number on SDM is correct and is the Preferred Number (PREF), go to STEP 3
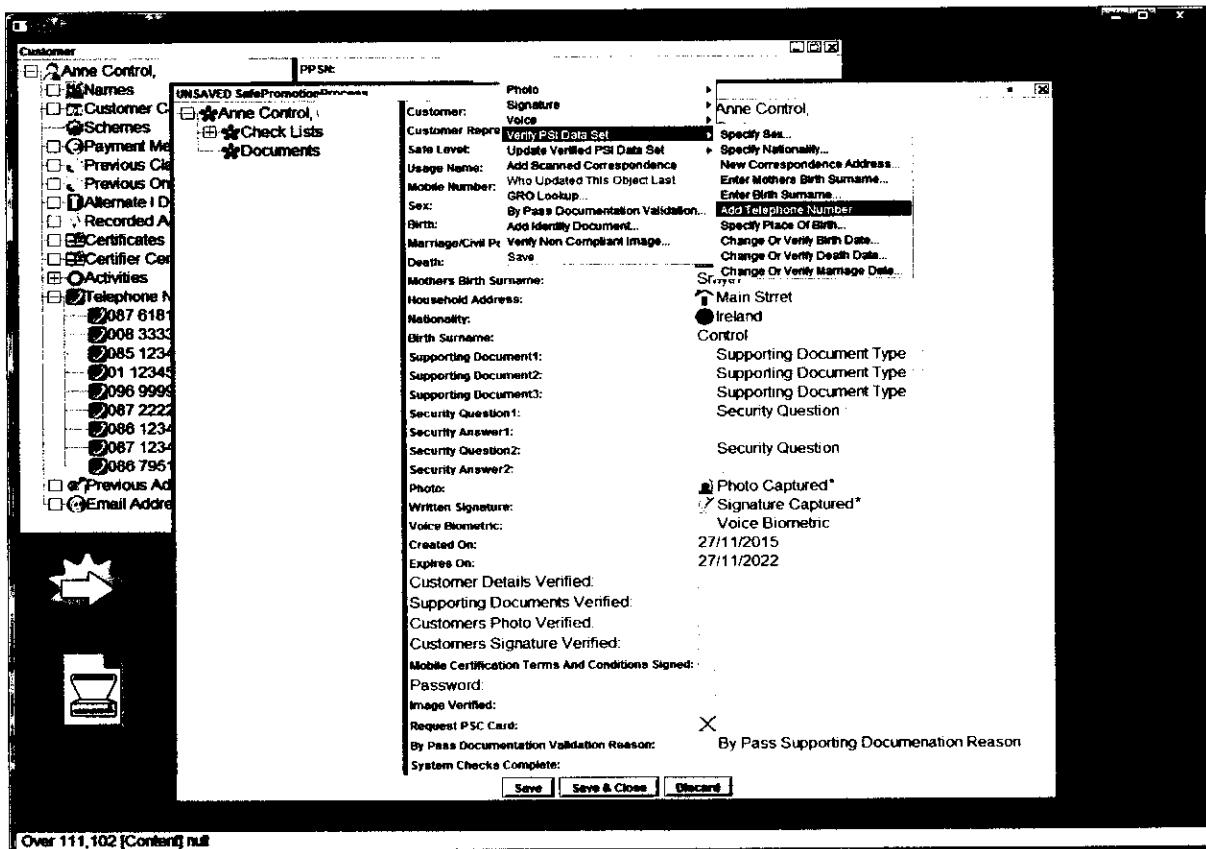
STEP 2

Record the customer's mobile phone number, (Preferred box should be ticked)

LC 'OK'
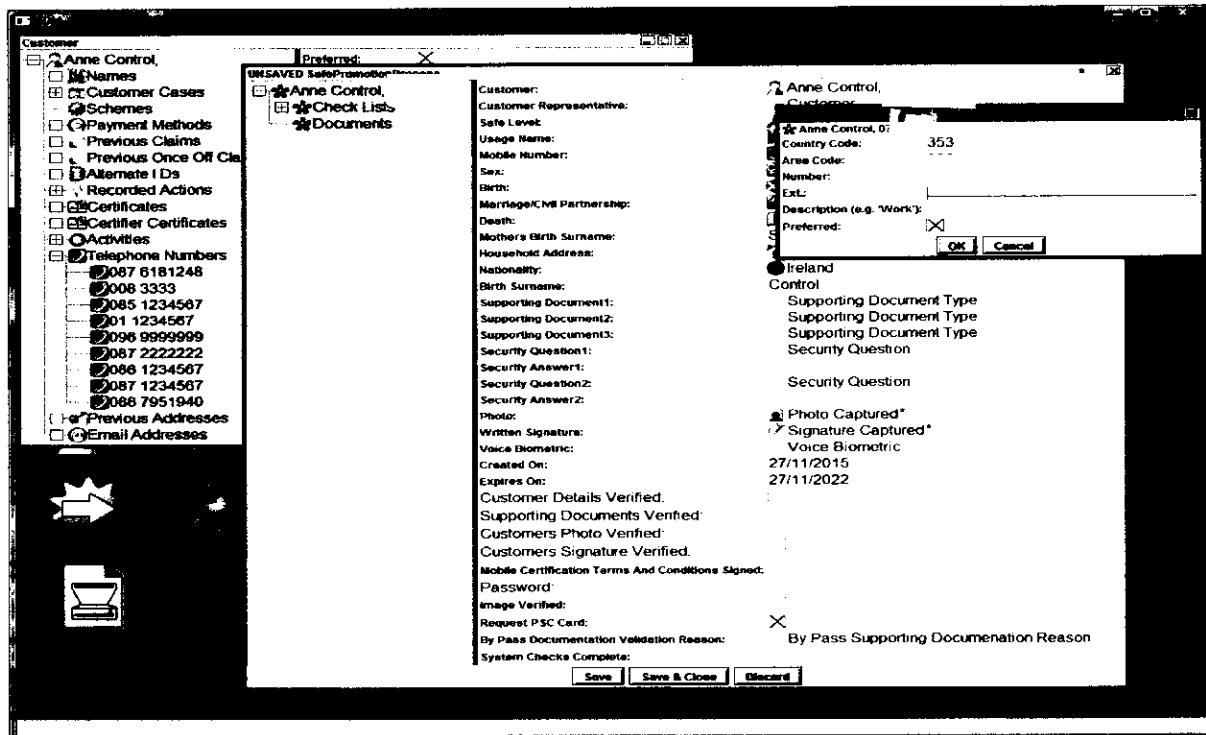
The mobile phone number should now appear on screen with 'PREF' after it

STEP 3

Confirm with the customer that they have the phone with them

RC on the phone number
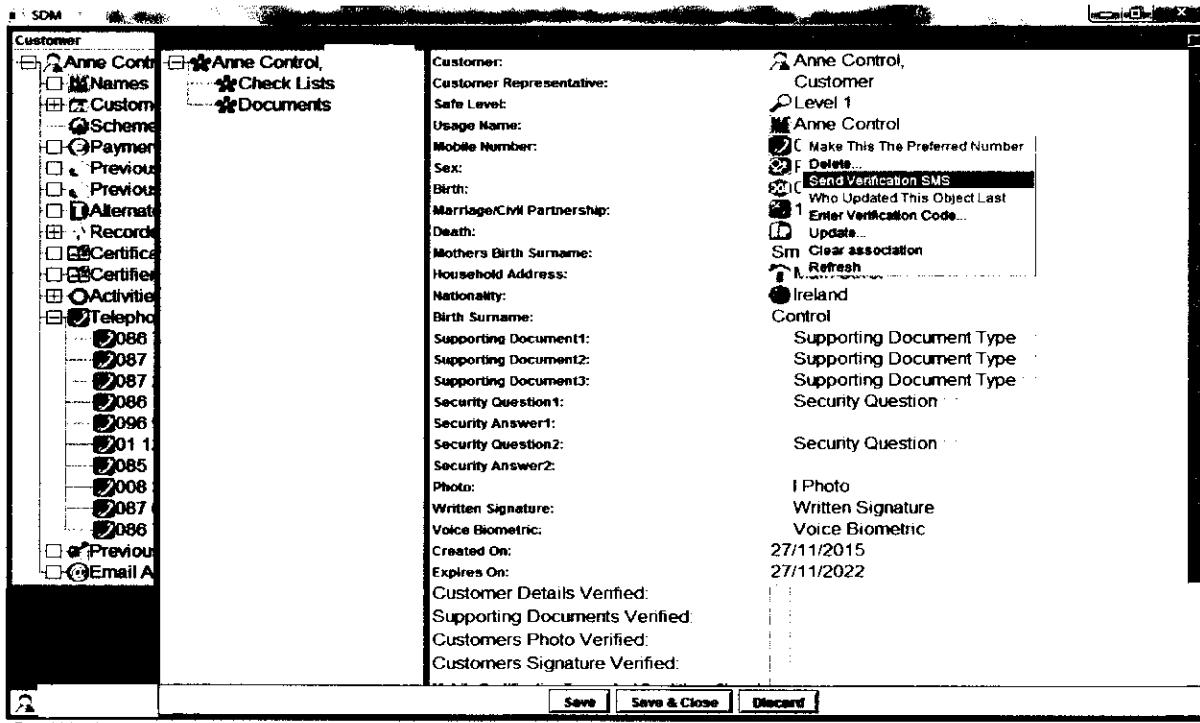
LC on Send Verification SMS

A pop up box will appear on screen which states 'verification code sent by SMS to ********)
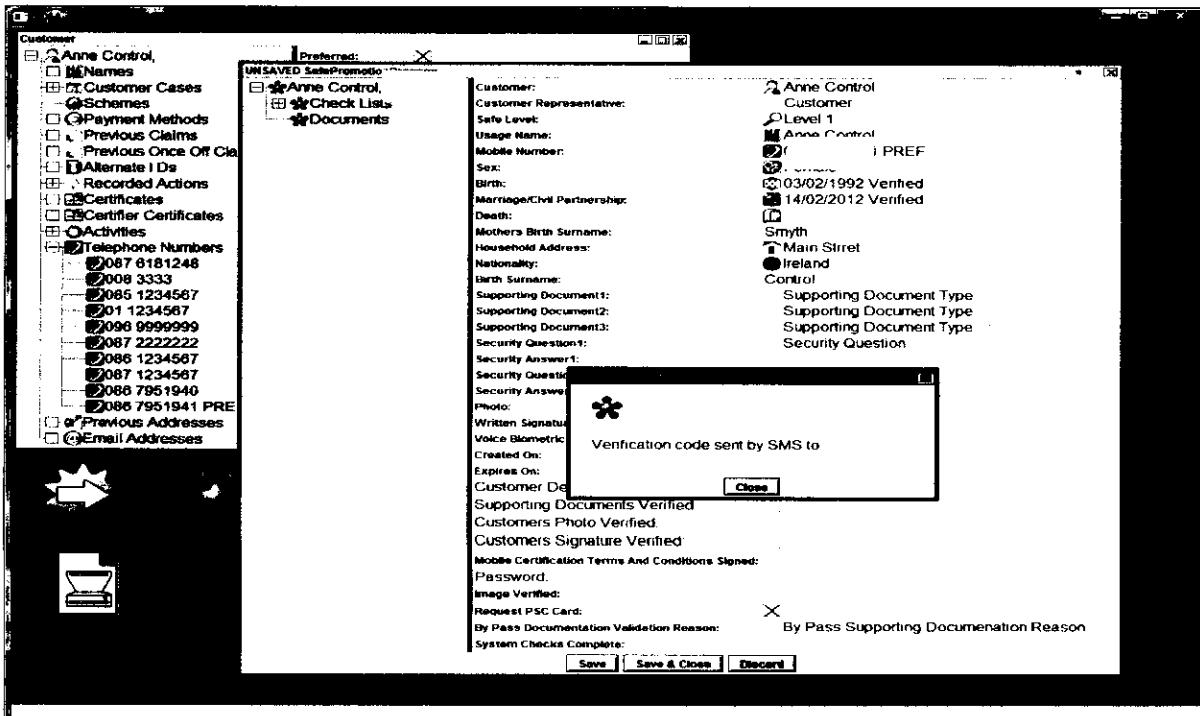
STEP 4

RC the mobile phone number

LC 'Enter verification code'

Once the pop up box appears ask the customer to key in the number received in the SMS using the Numeric Keypad and press Enter (or you may LC 'OK')
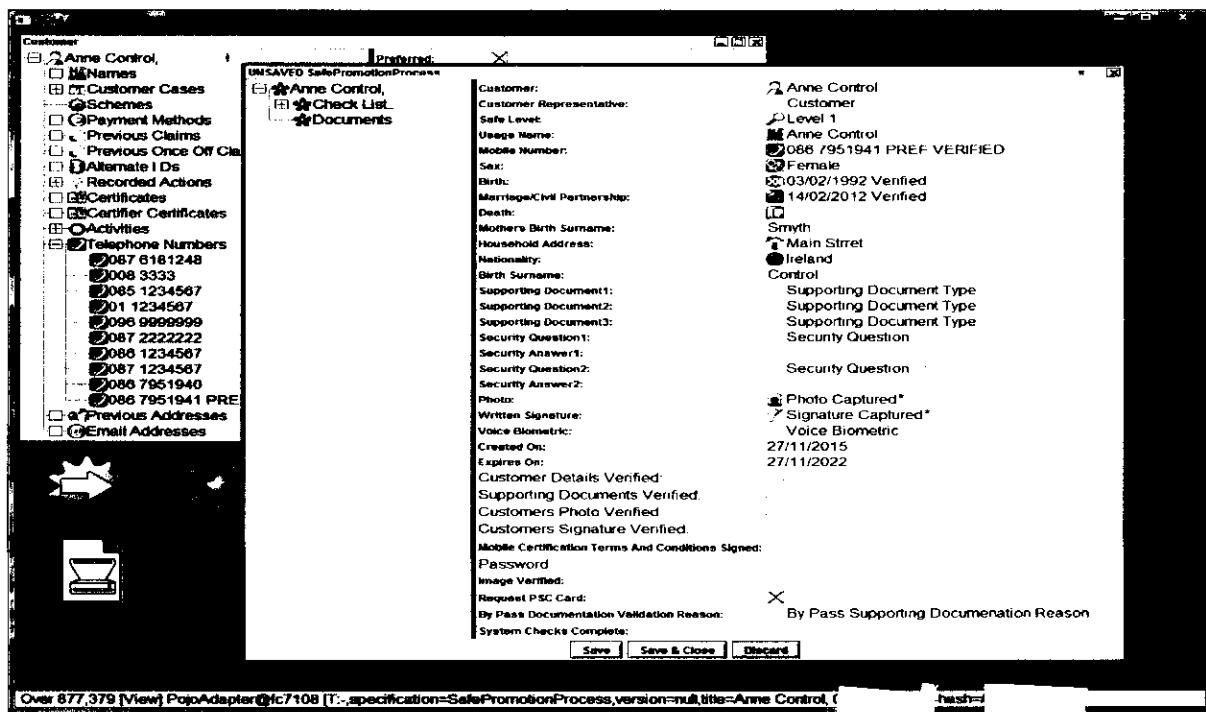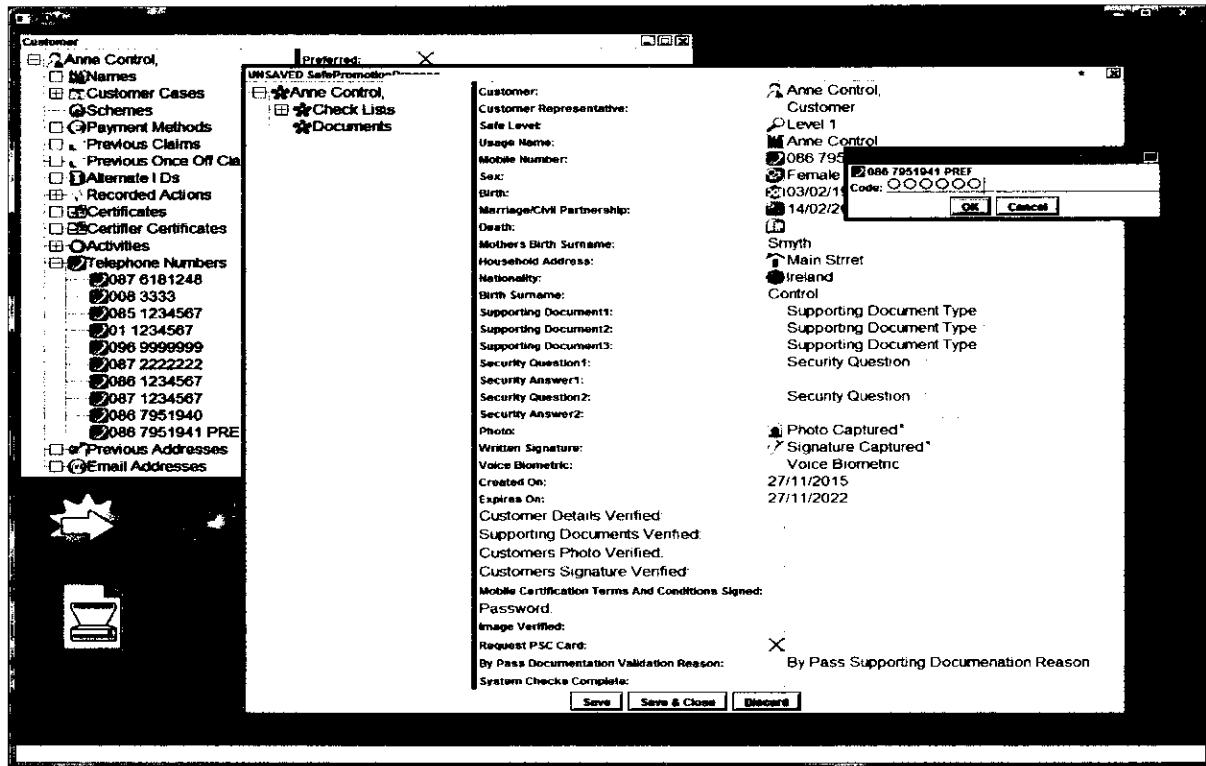
'VERIFIED' should now appear after the mobile phone number. Proceed with the SAFE promotion.

Photo Requirements

<u>Correct procedures for registration photographs</u>:

Face directly towards the camera with a neutral expression and the mouth closed.

Eyes must be open looking at the camera with no hair obscuring them.

Head must be level.

Remove any hat or cap.

Remove any glasses.

Coverings, hair, headdress or facial ornamentation which obscures the face are not permitted.

To record and verify a mobile phone number for a PPS Number Allocation

In order to record a mobile phone number for a PPS Number Allocation, you must first Save the customer.

When you have completed all other information on the Customer Awaiting PPSN screen, click Save.
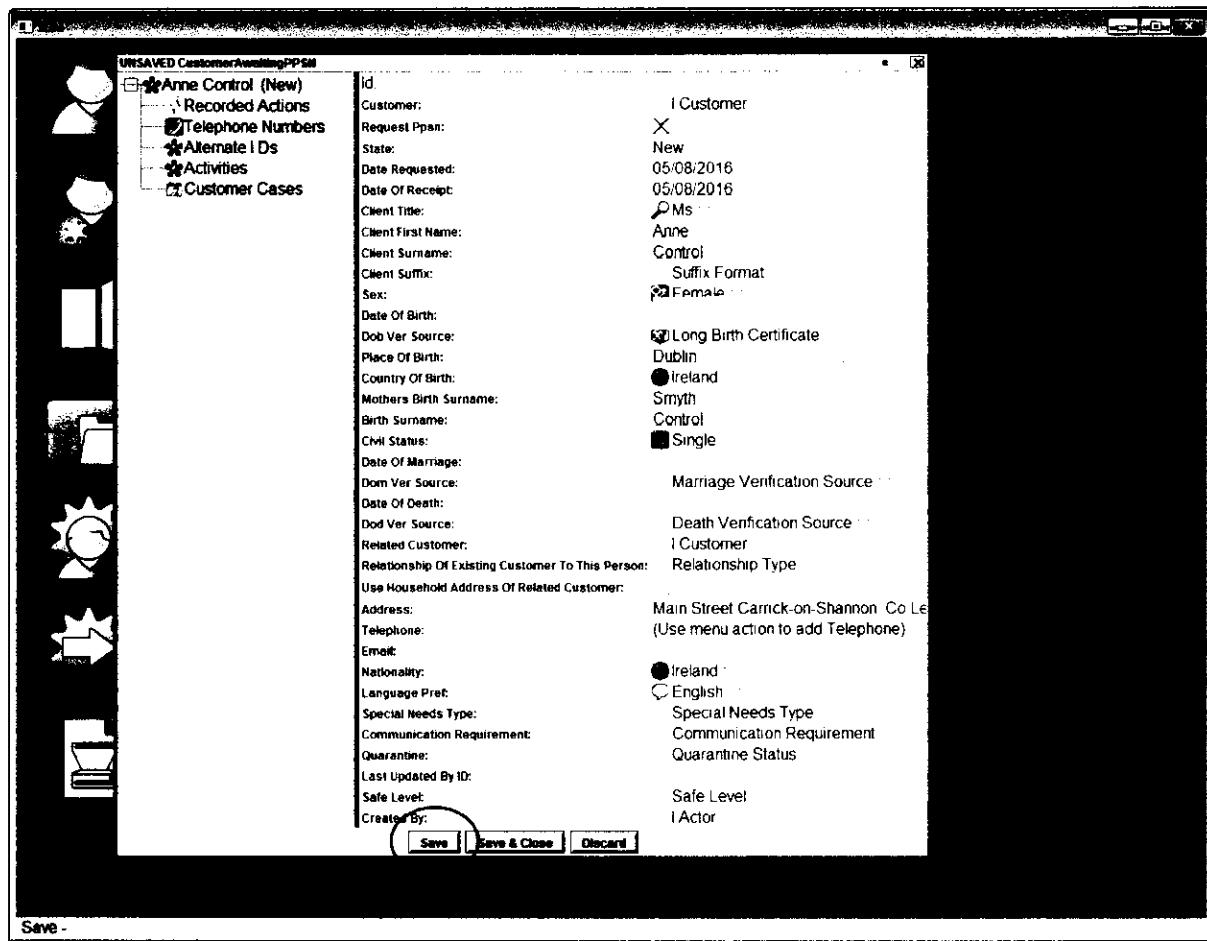
Open the SAFE Promotion screen and capture the photograph and signature as normal.

To record mobile phone number:

STEP 1

RC (right click) on the grey bar

LC (left click) 'Verify PSI Data Set'

LC 'Add Telephone Number'
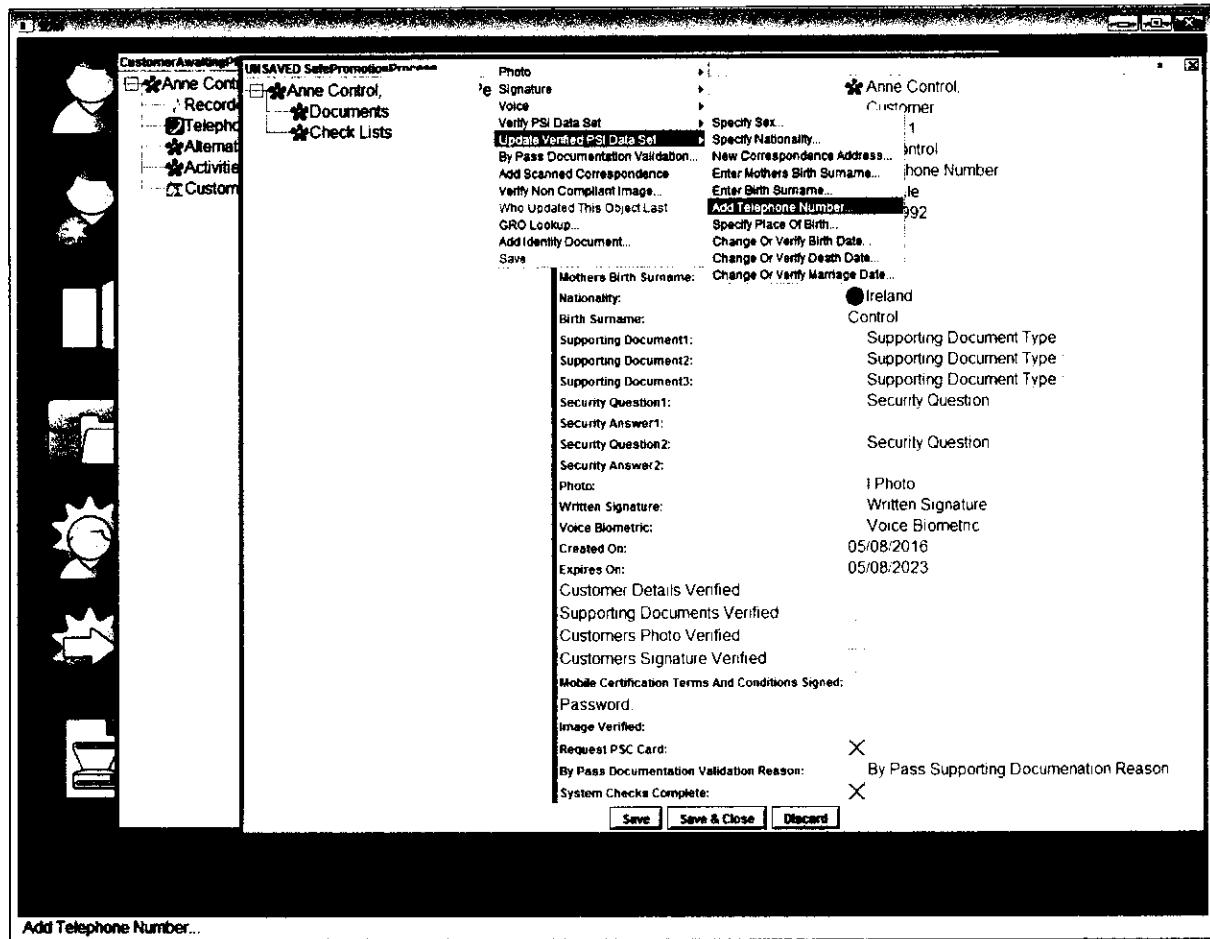
STEP 2

Record the customer's mobile phone number, (Preferred box should be ticked)

LC 'OK'
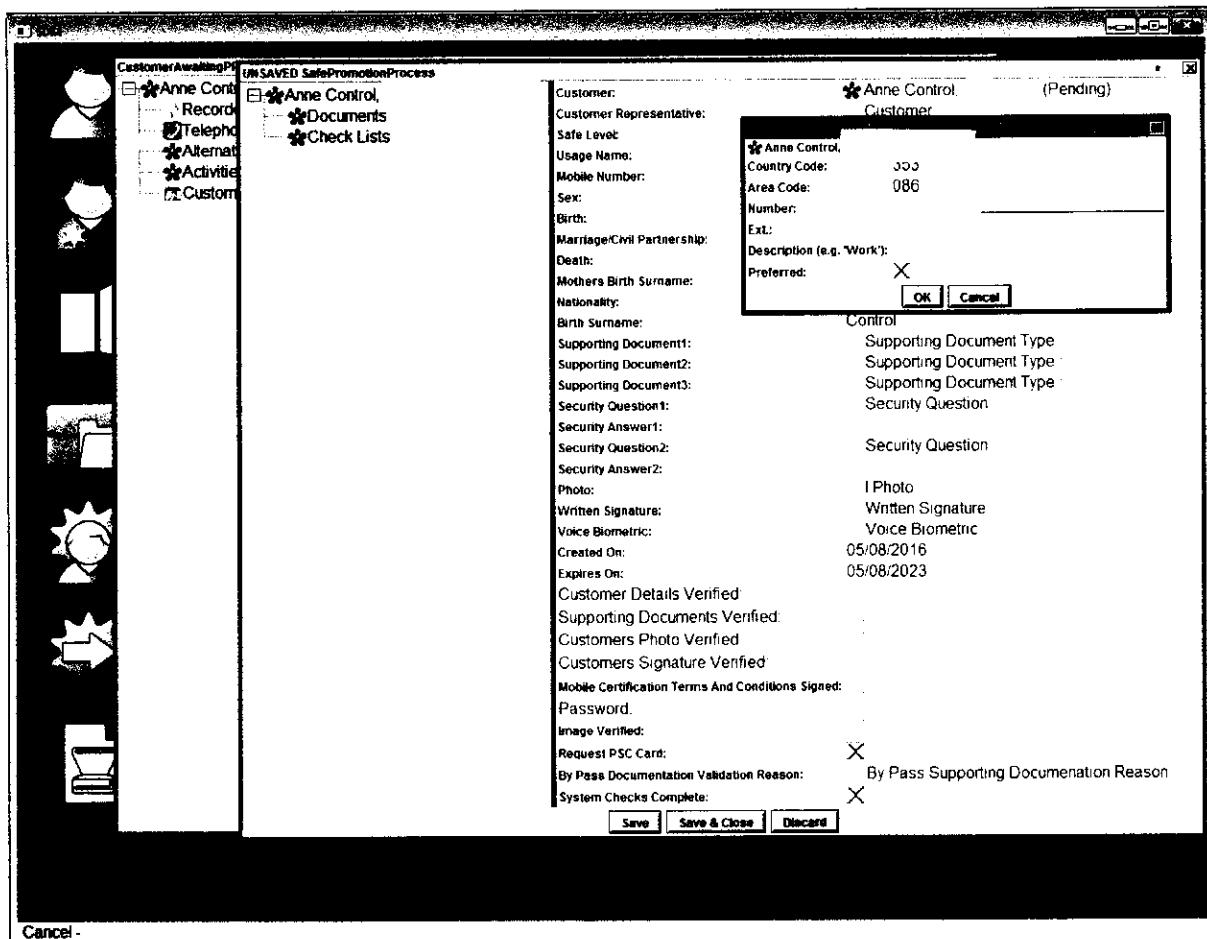
The mobile number should now appear on screen with 'PREF' after it.

Anne Control
00 353 086   PREF
Female

STEP 3

Confirm with the customer that they have the phone with them

RC on the phone number

LC on Send Verification SMS
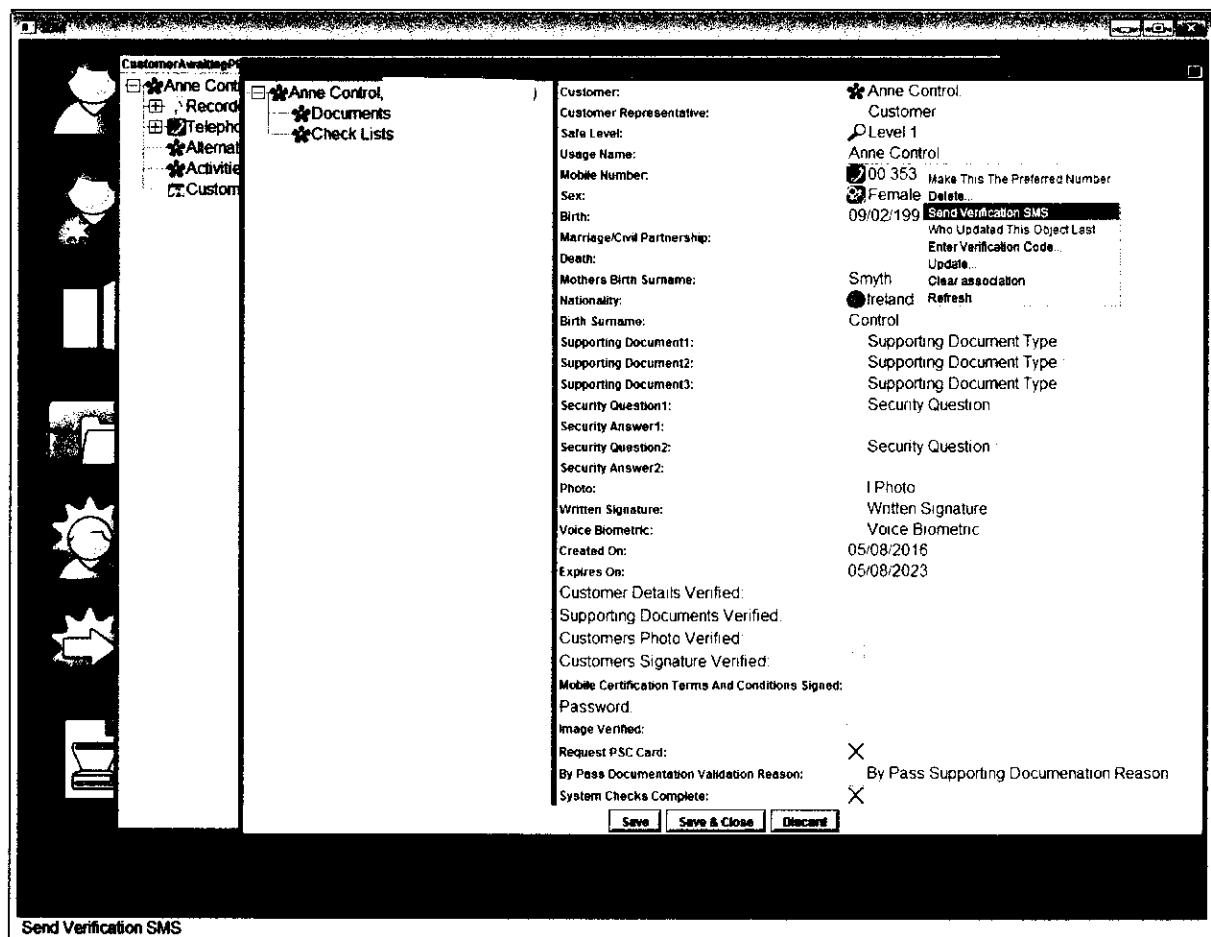
A pop up box will appear on screen as below:
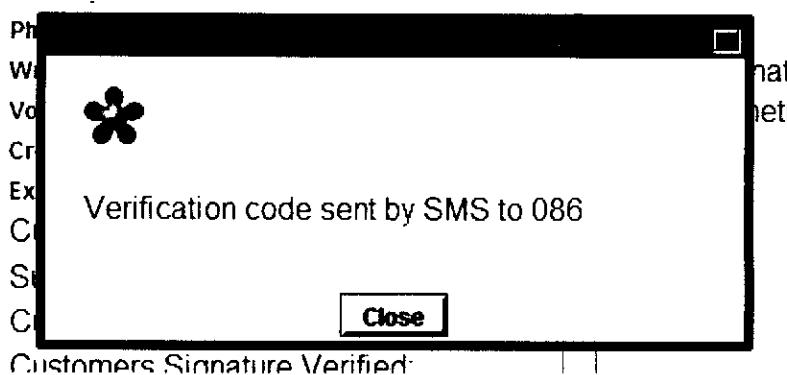
STEP 4

RC on the mobile phone number

LC 'Enter Verification Code'

Once the pop up box appears ask the customer to key in the number received in the SMS using the Numeric Keypad and press Enter (or you may LC 'OK')
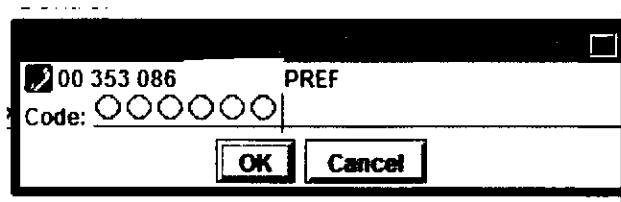
'VERIFIED' should now appear after the mobile phone number.

Proceed with SAFE Promotion.

SAFE registration where birth details cannot be located on GRO

UNDER NO CIRCUMSTANCES SHOULD IT BE SUGGESTED OR ASKED IF THE CUSTOMER MIGHT BE ADOPTED.

Due to the sensitivity surrounding Adoption, it is important to deal with such cases carefully, and not to do anything which might cause distress to customers.

The invitation letter asks people to bring their Birth or Adoption Certificates with them to the appointment. However, not all do so.

General Procedure:
Carry out Basis search on Customer using Name, Surname and Date of Birth to establish the correct PPS Number, or to find out if the customer has duplicate PPS Numbers.

If customer presents a **Birth certificate**, use this to verify the Date of Birth, Name/Former Names, Sex, Mother's Birth Surname and Place of Birth. If any information on file is wrong, update it from the Birth Certificate.

If customer presents an **Adoption certificate**, use this to verify the Date of Birth, Name/Former Names, Sex and Mother's Birth Surname. If the Mother's Birth Surname if not specified, the customer may provide this verbally. If any information on file is wrong, update it from the Adoption Certificate.

It should be noted that the new form adoption certificate is headed "Birth Certificate".

Where an Adoption Certificate is presented, no search should be made on GRO. The details to be used will be taken from the Adoption Certificate.

If no Birth or Adoption Certificate is presented, a search of the GRO system should be carried out to locate the birth certificate.

Should it not be possible to locate the birth registration details, then the customer should be told that his or her birth registration cannot be located on GRO, and is he or she sure as to the details. Where the customer states that the details are correct, the next step is to ask the customer to check the details with family, or to get a reduced cost Birth Certificate.

If the customer volunteers the information that s/he is adopted, then the need to bring in an adoption certificate should be explained to him or her.

CIS Circular 2/18

Date of Issue: September 2018

PERSONAL PUBLIC SERVICE NUMBER ALLOCATION PROCEDURES INCORPORATING SAFE REGISTRATION

INTRODUCTION

1.1 BACKGROUND

The purpose of this document is to give staff in PPS Number Allocation and SAFE registration Centres guidelines on the procedures for the allocation of Personal Public Service (PPS) Numbers and SAFE registration.

THIS CIRCULAR SUPERSEDES AND INCORPORATES 18/08 AND AMENDING RDO MEMOS AND OFFICE NOTICES TO DATE.

These consolidated guidelines fulfil the need to have all information, procedures and operational instructions instantly available in one place and will ensure uniformity in the registration process across the Department.

1.2 Operational Guideline Queries

Staff, who become aware of any anomalies in the guidelines, or who have any queries relating to them should contact Sean O'Boyle, sean.oboyle@welfare.ie Extension 41507, Client Identity Services.

Client Identity Services queries should be directed to SAFE rollout helpdesk, CIS Registration or CIS Control as identified in **Appendix 6.**

Queries in relation to the Interpretation Services for PPS Number applicants should be directed to Extension 42034, Regional Support Unit.

1.3 Notification to Staff

Managers are requested to bring this Circular to the attention of all staff.

Sean O'Boyle
Client Identity Services

PERSONAL PUBLIC SERVICE (PPS) NUMBER ALLOCATION PROCEDURES

2.1 Introduction Operational Guidelines

SAFE REGISTRATION IS A COMPULSORY, INTEGRAL PART OF ALL FACE TO FACE PPS NUMBER ALLOCATIONS WHERE THE PERSON IS AGED 18 OR OVER. THE PROCESS SHOULD NOT BE SPLIT INTO SEPARATE PARTS, AND USUALLY THE ENTIRE PROCESS WILL BE COMPLETED BY ONE OFFICER.

The allocation of a PPS Number to a customer does not in itself confer any rights to residency, employment or benefits in Ireland.

In order for a person to receive a Personal Public Service (PPS) Number, evidence of identity and address must be provided.

In addition, the person must show that a PPS Number is required for a transaction with a specified body, e.g. to register with the Revenue Commissioners after taking up work, or to apply for a medical card, or to make a claim with this Department. These are only some of many possible reasons why a person may require a PPS Number.

The reason for requiring a PPS Number is asked on the REG1 form, and this <u>must</u> be completed by the customer. The customer must be able to confirm this e.g. provide evidence of a job offer, or provide Medical Card or Driving licence application form completed apart from PPS Number.

Looking for work is not a transaction with a specified body. Should doubts arise that a job offer is not real, contact should be made with the employer to verify that a job has been offered. Where there is still a doubt as to the validity of a job offer, or other reason given for requiring a PPS Number, consideration should be given to asking a SWI to investigate.

While financial institutions are required to request a person's PPS Number, where a person cannot or will not provide a PPS Number, the bank cannot refuse to open a bank account for this reason.

For colleges who are providing courses which are Quality and Qualifications Ireland (QQI) accredited, such colleges must register students with QQI and the student will require a PPS Number for this. If the course being attended is not QQI accredited, then the student will not require a PPS Number for this purpose.

When the birth of a child is being registered, the parents are asked to provide their PPS Numbers. GRO have clarified that where one or both parents have not been allocated PPS Numbers, allocation should be proceeded with PROVIDED the required identity documents and evidence of address are supplied.

A person wishing to complete "SAFEPASS" training for the construction industry is required to provide a PPS Number to the organisation providing the training. The application form, complete apart from the PPS Number, should be presented.

Companies Registration Office documents should not be taken as evidence of a requirement for a PPS Number.

When applying for an Irish Passport, a person present in the State is required to supply his or her PPS Number. Where a person applies for a PPS Number for this purpose, supporting evidence should be provided, application form and relevant evidence of entitlement to an Irish passport. Where a person is not present in the State, providing his or her PPS Number is not required when applying for an Irish Passport.

Where a person states that s/he wishes to claim Child Benefit, this is a valid reason to allocate PPS Numbers for the claimant, and the child/children involved. See 2.5. Similarly, if a person states that a PPS Number is required to make a claim and a completed claim form (apart from the PPS Number) is presented, this is a valid reason for PPS Number allocation.

When giving notification, to a Registrar, of intent to marry, PPS Numbers are only required where the person intends to reside in the State after marriage.

The General Register Office has now advised that a non-EEA citizen does not have to produce a certificate of registration to prove entitlement to reside in the State after marriage.

Where s/he requests the allocation of a PPS Number in order to give notification of marriage, and states that s/he intends to reside in the State afterwards, a Passport or National ID card and evidence of address is required.

INIS have clarified that, while the forms to apply for EU treaty rights and for a Irish Residence Permit (formerly GNIB card) have space for a PPS Number to be entered, it is not required that these be completed where the person does not have a PPS Number, consequently these are not valid reasons to allocate a PPS Number.

While examining an application for a PPS Number, where the reason given for allocation is that of employment, it may be noticed that the person does not appear to have the correct visa/work permit to allow them to work in the State.
The officer should notify such cases to the Immigration Service at ilu@Justice.ie and to the Workplace Relations Commission (WRC) Inspection & Enforcement Services at inspection@workplacerelations.ie
The Personal Public Service Number, name, address, date of birth, nationality, telephone number, passport number, name and address of employer and name and telephone number of the person who signed the offer of employment should be included in any email (The disclosure of this information is provided for under Section 41 of the 2018 Data Protection Act).

Note that this is not a valid legal reason to refuse the allocation of a PPS Number.

Driving licences.
Where a person from outside the EEA comes to the State, they can drive on their existing foreign licence for up to 12 months.
If they wish to apply for a Driver Theory Test, an Irish Driving Licence or Learner permit, one of the requirements of the Road Safety Authority (the driver licensing agency) is that the person must show evidence of residency entitlement. The requirement for this is an Irish Residence permit (formerly GNIB card).

Where a person from outside of the EEA states that they require a PPS Number in order to apply for a Driver Theory Test, Driving Licence or a Learner Permit, they must show that they are entitled to reside in the State by providing their Irish Residence permit (formerly GNIB card).

Since a customer receives <u>one and only one</u> PPS Number during his/her lifetime, it is essential that the registration process is carried out in the correct manner.

PPS Number allocation includes a SAFE registration to SAFE level 2 as part of the allocation process, part of which is the capture of a photograph and signature.
Facial image matching software is then used to compare photographs captured against all other photographs held on file.

Where a child aged 14 to 18 requires a Public Services Card, s/he should be SAFE registered, and a PSC issued (this will be marked Under 18).
The form permitting the SAFE registration to take place should be completed by the responsible adult accompanying the child (see SAFE rollout site on STÓR).
If a child aged under 14 requires a PSC, please contact SAFE rollout section.

The procedures for completing the PPS Number registration process are set out in these Guidelines. **Appendix 1** contains SAFE2 registration procedures, and **Appendix 2** the **8 Step Guide.** Adherence to these should ensure that the right number is allocated to the right person, every time.

The BASIS Search Facility <u>MUST</u> be used in all instances to confirm that a number does not already exist for the customer. See Appendix 3 for guidelines on the use of the BASIS Search.

2.2 PPS Number Allocation Centres

Most counties have one PPS Number Allocation Centre (except Cork, Tipperary and Westmeath which, for geographic reasons, have 2). Should a person request a PPS Number allocation at a Local/Branch Office which does not allocate PPS Numbers he or she must be advised a PPS Number Allocation Centre.
A person should attend his/her nearest PPS Number allocation Centre. The most up-to-date list of PPS Number allocation centres may be found here:

http://www.welfare.ie/en/Pages/Personal-Public-Service-Number-Registration-Centres-by-Count.aspx

2.3 Scheme Areas and attendance at PPS Number Allocation Centres

Where a Scheme Section requires a number for a customer, spouse, partner or child, the customer should be advised to attend a PPS Number Allocation Centre and apply for a PPS Number in the normal course.

<u>In exceptional circumstances</u> e.g. where the customer is unable to, or prevented from attending due to illness, old age or incapacity, Scheme Sections should exercise care before referring the customer to a PPS Number Allocation Centre for a PPS No. In such

cases, the matter should initially be brought to the notice of the line manager and then referred to CIS Registration, for direction. (See **Appendix 6**)

2.4 Irish Nationals

Most Irish Nationals will already have a PPS Number and, in these cases, it should simply be a matter of tracing the number. Irish Nationals born since 1971 should have a PPS/RSI number unless they are from Northern Ireland or have worked abroad since then. Any customer in insurable employment in Ireland at any time since 1979 should already have a PPS Number.

2.5 Applications for Children

PPS Numbers for Irish born children are allocated on registration of the birth with the General Register Office (GRO), provided that at least one parent has an address in the State, and the birth is registered within a certain length of time after the birth.

If the birth is not registered within this time, then a PPS Number will not be allocated automatically, and the parent must attend with the child at an allocation centre and apply for a PPS Number for the child.

The form **REG1M** should be completed for such applications. **See Section 4.4.**

Child Benefit Section (CB) does not allocate PPS Numbers as part of the child benefit process for children present in the State.

PPS Numbers for children present in the State (**irrespective of nationality**) must be applied for by the parent/guardian at the appropriate PPS Number Allocation Centre before the application for Child Benefit can be processed.

2.6 Applications by Unaccompanied Minors

Where an unaccompanied minor (a person under 18 years of age) applies in person for a PPS Number and there is no evidence of a relationship to a parent or guardian already in the country, the case should be referred to TUSLA, the Child and Family Agency. Details may be found here: http://www.tusla.ie/. **See also Section 4.6.**

A customer awaiting PPS Number (CAP) should be created and the documents scanned. No PPS Number should be allocated until cleared by Client Identity Services.

2.7 Applications by Non-Residents

CIS Registration provides a PPS Number allocation Service for non-resident applicants who cannot attend at a designated PPS Number Allocation Centre and who need a PPS Number for a transaction with a specified body. In addition, some sections of the Department (State Pension and Child Benefit) dealing with claims received via e-papers or bilateral claim pack may allocate PPS Numbers to those customers.

Personal applications for PPS Numbers from persons living in Northern Ireland or Great Britain but working in the State i.e. frontier workers can have their application for a PPS Number processed at the appropriate PPS Number Allocation Centre.

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2.8 Applications by Non-Resident Dependents of EU Resident Customer

Applications by non-resident dependents of an EU resident customer should be referred to CIS Registration. **(See Appendix 6).** Certain sections in the Social Welfare Services Office Sligo allocate PPS numbers to EU resident customers' dependants where the details have been provided by the relevant authority in that country.

2.9 Existing and Duplicate PPS Numbers

Where an existing PPS Number is traced and where satisfactory proof of identity is provided, the applicant can be advised of the number traced. The person should be registered to SAFE2 in the normal manner, including the scanning of all documents.

Where an existing number is traced for a foreign national who states he/she was never in the country before, SAFE helpdesk should be contacted before advising the applicant of the number traced. **(See Appendix 6)**

In all cases where duplicate numbers are traced CIS Data Quality Management section should be contacted. **(See Appendix 6)**

2.10 Level W Numbers

In the past married women used their husband's PPS/RSI number with the letter W added to indicate "wife". While Level W numbers are no longer allocated, existing numbers are still valid.

The Department's policy is to replace all Level W numbers. Where a customer with a Level W number attends an Office and requests that this number is changed for tax or other purposes, the customer should be facilitated. Where a Level W number is traced in the normal course this should also be changed. Requests for Level W number purges should be directed to CIS Data Quality Management section. **(See Appendix 6)**

2.11 Adopted persons

Where a person has been legally adopted, an adoption certificate will give the birth details of the person.
Adoption certificates (Full) are now identical to birth certificates apart from the details of the Act under which they are issued.
Abridged adoption certificates make no mention of the Act under which they are issued, and do not show the country of birth.
This certificate replaces the person's original birth certificate and will be accepted as the person's birth certificate.

In most cases, an officer will not be aware that the person is adopted. Where a person produces a certificate, the certificate should be accepted unless the officer has doubts as to its authenticity. **No reference to adoption should be made by the officer.**

If a person presents a "short form" birth certificate, and the birth registration details cannot be located, this is most likely an adoption certificate and should be accepted without questioning the person. The birth surname of the mother can be asked for and the county of birth.

Where a person states that s/he is adopted and produces a birth certificate, this is likely to be an adoption certificate and should be accepted as such.

Where a person was adopted prior to 1999, the adoptive mother's birth surname was not recorded. Where there is no entry for the adoptive mother's birth surname, the person should be asked for this.

Where the country of birth is listed as Ireland, the person should be asked as to what county should be recorded as place of birth. This will usually be the county of residence of the adoptive parents at the time of adoption.

All documents presented must be scanned in. If there is a doubt as to whether SAFE 2 requirements have been met, the case should be referred on to CIS.

Please see Appendix 15 for examples of the current adoption certificates.

Please be aware that there are earlier versions of adoption certificates that may be presented.

3. PROOF OF IDENTITY AND DOCUMENTS REQUIRED

3.1 Proof of Identity

An application for a PPS Number should not be registered until the customer's identity has been confirmed. The basic principle of:

"NO VALID DOCUMENTS – NO NUMBER" should apply (however see 4.5).

Where an application for a PPS Number is considered genuine but there is a problem concerning the validity of documentation, CIS Control may be contacted for advice.

The following table outlines the documents required in support of applications. Where cases are encountered which do not fall within these categories, SAFE Helpdesk should be contacted. **(See Appendix 6)**

Required Documents for the purpose of SAFE Registration

	Irish Nationals (born in the Republic of Ireland)	Irish Nationals (born outside of Ireland and Northern Ireland)	Irish Nationals (born in Northern Ireland) and UK Citizens (may include people born in Northern Ireland)	EU Nationals & Other EEA Citizens	Non EEA Nationals
Birth Certificate/ Passport	Long Form Birth **or** Adoption Certificate **or** GRO **and**	Passport **or** Irish Naturalisation Certificate **and**	Passport **and** **OR** Long Form Birth Certificate **and**	Current Valid Passport **or** National Identity Card **and**	Current Valid Passport **or** Current Valid 1951 Travel Document **and**
Photographic Identification	Valid Photographic Identification e.g. Passport or Current Valid Driving Licence (Full UK or Irish) or Irish Learners Permit **and**		Valid Photgraphic Identification e.g. Current Valid Driving Licence (Full UK or Irish) **or** Irish Learners Permit **and**		
Address	Evidence of Address in Ireland	Evidence of Address in Ireland	Evidence of Address in Ireland	Evidence of Address in Ireland	Evidence of Address in Ireland

3.2 Documents NOT ACCEPTABLE include;

short form of birth certificate (but be aware that some former adoption certs resemble these);
Baptismal Certificates;
employment ID Cards;
ML10 forms;
Garda Age cards;
UK provisional licences;
expired documents (but they may be acceptable as secondary ID);
(Irish and UK passports, expired within the last 12 months, may be accepted).
photocopies of documents; *However, please note that Asylum seekers will present a photocopy of their ASY1 form as the original is retained.*

3.3 Employment Permits

Employment Permit status has no bearing on whether a non-EEA national should be allocated a PPS Number. An Employment Permit is simply an item of supporting documentation, which certain applicants may have.

3.4 Address Documents

The document submitted, as evidence of address, must show the customer's name and address and can be any one of the following:

- a household utility bill
- an official letter/document,
- financial statement,
- property lease or tenancy agreement,
- confirmation of address by a third party such as a school principal/administrator, accommodation/property owner* or manager.

* *An original household bill plus a note from the bill holder confirming residency at the bill address is acceptable. This note can be written on the bill itself.*

Where a person who is married, in a civil partnership or co-habiting with his or her partner cannot produce evidence of address in his/her own name (i.e. has no bills etc. in his/her own name), evidence in the name of the spouse/partner is acceptable unless there is any reason for doubt. The relationship link should be set up on the system.

Where a person requires a PPS Number in order to take up employment (i.e. register with the Revenue Commissioners) and wishes to use the employer's address, the PSC may be sent to that address. In such cases, the applicant should be fully advised that any letters or correspondence from the Department will issue to that nominated address. The applicant should also be advised to notify the Department of any address change thereafter.

Where an employer is providing accommodation for a person who is taking up employment with that employer, a note to that effect on the company's headed paper with the employee's details may be accepted.

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Where an employer certifies the address at which the person is living, that may also be accepted.
In such instances staff should ensure and confirm that the employer concerned is a bona fide employer and registered as an employer with Revenue.

3.5 Temporary Addresses and Out of State Addresses

Applicants coming here from abroad will generally have temporary addresses (e.g. B&B, Hostel etc.) and will therefore not have utility bills but should be able to produce one of the other address items listed. Where a person not normally resident in the State presents for PPS Number allocation, and satisfies the ID and reason for a PPS Number requirement, allocation may proceed.

In certain circumstances an applicant's address may be outside the state, i.e. Northern Ireland or even Great Britain (e.g. employees of Ferry companies, Airlines, Travelling Circuses and Funfairs, visiting artists, actors and musicians, persons commuting to work from NI, etc.). Evidence of these addresses (which may be a company address) is acceptable once the circumstances are known.

Where the address is outside of the island of Ireland, the option to print a CR87c locally should be used and the notification issued manually.

3.6 Citizens of the United Kingdom

U.K. citizens travelling between Great Britain/Northern Ireland and the Republic of Ireland do not require a passport, travel or identity documents. However, they must still produce photographic ID when applying for a PPS Number, which must be either a driving licence or a Passport. This requirement may be waived for persons aged under 18 attending for PPS Number allocation with a parent, where there is evidence of the parental link via a UK birth certificate where the name of the parent on the birth certificate matches the name on the parent's passport or driving licence.

3.7 Citizens of The European Economic Area (EEA)

The EEA consists of the European Union along with Iceland, Liechtenstein, Norway and Switzerland. EEA nationals, (excluding Irish citizens), must have a passport or a national ID card. UK citizens may present either a passport, or a driving licence and birth certificate.

3.8 Citizens of Non-EEA countries

Non-EEA nationals must have a current valid passport or current valid 1951 Travel Document (However, see Section **4.5** for Asylum Seekers).

3.9 Document Retention

Under the provisions of the Social Welfare and Pensions Act 2007 the Department can retain, for checking, documents including a passport, visa, identity card, driving licence, birth certificate or marriage certificate or any other document establishing a person's identity or nationality.
The relevant extract of the Act is attached at **Appendix 5.**

Where documents are held a receipt **in accordance with Appendix 5** should be furnished to the customer and the documents should only be returned when s/he calls **in**

person to collect them.

4. COMPLETION OF REG 1 FORM

4.1 Introduction

Where all required documents are presented and where no number is traced, take the identity documents from the customer and give the customer the REG1 Form for completion **(the customer should be able to complete the form without referencing the identity document)**. An examination of the supporting documents should be undertaken. The completed REG1 form should be checked against the Identity documents. Any differences may raise suspicions about the identity of the customer.

The customer must sign the REG1 Form and the actual signing of it must be witnessed by the officer carrying out the SAFE registration. Should a customer not complete a REG1, a CAP must be completed on BOMi (see 5.2), the documents scanned on, and a case note added. Should the person present again, these details will be available to the officer dealing with the case at that time.

Completion of the REG1 Form, which contains Public Service Identity Data, is **obligatory** and must be completed in all cases before a PPS Number can be allocated. As the concept of "Mother's Birth Surname" may not be readily understood by some customers it should, where necessary, be explained to them. (The translated version of the questionnaires in the customer's own language can be used for this purpose).

All entries on the REG1 Form should be clear and legible, entered in their correct place and verified with the supporting documentation. The REG1 Form and all supporting documentation must be scanned as part of the SAFE2 registration. The REG1 Form is available for printing here: https://divisions/sites/cis/Pages/Default.aspx

4.2 Language Questionnaire and Interpretation Service

All customers should themselves complete the English (or Irish) version of the REG1 Form but assistance may be given if necessary.

To facilitate an understanding of the REG1 Form, and as a control measure, the customer should be offered the Language Questionnaire (where available) in his/her own language. This questionnaire should be completed unaided by the applicant at the counter and checked (by the staff member) for inconsistencies against the English translation held in the office.

https://divisions/sites/CIS/Documents/Forms/Folderless%20View.aspx?RootFolder=%2
Fsites%2FCIS%2FDocuments%2FCustomer%20Supports%20and%20Services%2FCus
tomer%20Identity%2FQuestionnaires%20in%20several%20languages&FolderCTID=0
x010100E3310837DFD8C54A8324109629AB2395&View=%7BD9A1041C%2D2F98
%2D49E9%2D824A%2D12C8C179170F%7D

Where customers appear to have difficulty understanding/completing the questionnaire or REG1 Form in their own native language, they should be subject to further checking. However, please note that some countries have minority groups who may not speak the official language of the country.

An Interpretation Service is also available by contacting the Regional Support Unit (See **Section 1.2)**

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4.3 EU Reference Numbers

Where a customer has an EU Reference Number (Social Security, Insurance/ Registration Number/ Personal Code) it should, if possible, be obtained. The number, where obtained, should be recorded on the REG1 Form and entered onto the system. The absence of this number does not in itself prevent the allocation of a PPS Number. See **Appendix 4** for examples of EU numbers.

4.4 Child Applications –REG1M Form

Where a PPS Number is required for a child, a REG1M Form must be completed by the parent, foster parent, guardian or school's representative (for children attending educational institutions), in respect of the child. In all cases, the child **must attend** with the responsible adult so that the identity may be checked against the documents provided. The REG1M form is available for printing here:

https://divisions/sites/cis/Pages/Default.aspx

The parent, foster parent, guardian or school's representative's details should be entered on Part 2 at sections 15-22.

The parent, foster parent, guardian or school's representative must provide his or her own PPS Number, and evidence of his/her relationship with the child.
Where the child is claimed to be a citizen of the EEA, the child's own Passport **or** National Identity card must be presented.

If the child is claimed to be a citizen of a country outside of the EEA, the child's own passport must be presented. Where the identity documents are not presented, the case must be referred to Tusla, the Child and Family Agency: http://www.tusla.ie/

The parent, foster parent, guardian or school's representative must provide documentary evidence of the relationship between him/her and the child, and this evidence must be scanned on to BOMi.
Where the relationship is that of a parent, a copy of the birth certificate must be provided. If there is any doubt as to the details on the birth certificate, or its validity, it should be sent for translation.
If that of a guardian, legal documents verifying this must be presented.
If a school's representative, evidence of enrolment must be provided.
Foster parents must present correspondence as evidence of the foster arrangement.

Where doubt arises, further inquiries/documentary evidence may be necessary and may require the assistance of Tusla.

It is necessary for the parent, foster parent, guardian or school's representative to have a PPS Number in order for the child to be registered and linked with their data.
Where none exists, the parent, foster parent, guardian or school's representative must apply in the normal way.
Local arrangements should be put in place to advise the parent, foster parent, guardian or school's representative of the child's number. The option to print a CR87c locally should be used and the notification issued manually.
In these cases, the parent may be advised to telephone the CIS phone bank after 2 days have elapsed on 1890 927 999 or (071) 967 2616.

See **Appendix 12** for process details.
4.5 Asylum seekers and Program Refugees

An **asylum seeker** is a person who arrives in the State seeking recognition as a refugee under the terms of the 1951 Convention relating to the Status of Refugees as defined in Section 2 of the Refugee Act, 1996, as amended. If they are successful in their asylum application, they then become refugees.

Any person who seeks asylum is required to complete an application form **(IPF1)** and return it to the Department of Justice, Equality and Law Reform, and a copy of this form, duly witnessed, is returned to the applicant. Asylum seekers must attend the PPS Number allocation centre for the county in which they reside.

A **program refugee** is a person who has, prior to arriving into the State, been given refugee status. Such persons will have evidence of this from the Department of Justice, and will be able to produce this. They are entitled to take up work and/or benefits.

Identity Documents
Where a person completes an application for asylum they must submit with their application any identification documents they had when entering the State.
These are usually retained by the International Protection Office (IPO).

On receipt of the application IPO will issue him/her with an IPO Card (Temporary Residence Certificate) containing a unique asylum seeker number.

It is likely that the only document which an asylum seeker will present to the officer dealing with the PPS Number allocation will be an IPO card, and it should be presented in conjunction with his/her copy of the completed IPF1 form.

A PPS Number must not be allocated to an asylum seeker without the production of an IPO card <u>AND</u> the copy of the IPF1 form. (See paragraph 4.6 in relation to the allocation of PPS Numbers to unaccompanied minors).

However, it should be noted that Asylum Seekers who are aged less than 18 years and whose asylum application is dependent on that of their parent will not be issued an IPO card or an IPF1. Their details will be entered on their parent's IPF1 form. If aged 14 to 18 a SAFE registration should be carried out. The SAFE registration permission form should be completed (see SAFE rollout site on STÓR), and the parent's IPF1 form scanned onto their record.

The person must complete the REG1 form, and the completed form must then be checked against the details on the IPF1 form.

The cross-checked details should be used to populate the PSI dataset. (See example of IPF1 form and IPO card at **Appendix 11**). Mother's birth surname is not included on the IPF1 form, so the applicant should be asked to provide that him/herself.

These customers should be registered to SAFE level 2 and their photograph and signature captured as part of the registration process.

If an asylum seeker presents a passport or travel document, then all pages of the document with any entries or visas must be scanned onto the record.

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Following changes made in June 2018, Asylum Seekers who meet certain conditions are now allowed to access the labour market. It may happen that an Asylum Seeker who had not availed of Direct Provision (supported in the State by friends or relatives) may now apply for a PPS Number in order to work. Such persons will present a letter from the Department of Justice and Equality permitting them to access the Labour Market. See Appendix 16 for an anonymised copy of such a letter. The usual requirements for evidence of identity, address and offer of employment remain. If no passport is provided, do not bring to SAFE2.

4.6 Unaccompanied Minors

The following arrangements have been agreed between CIS, Asylum Seekers Unit, the Social Work Team for Unaccompanied Minors and the Reception and Integration Agency of DJELR:

- Minors do not have to make an asylum application before applying for a PPS Number.

- A Social Worker will attend the PPS Number allocation centre with the minor and make the application for a PPS Number on behalf of the minor.

- A **REG1M** form must be completed for each case, signed by the minor and witnessed by the Social Worker. The REG1M form is available for printing here:

https://divisions/sites/cis/Pages/Default.aspx

- The completed **REG1M** form should then be sent by the officer to "The Officer in Charge, Registration Section, CIS". The application will be considered, and a PPS Number allocated if appropriate.

Please note that only CIS officers are authorised to allocate PPS Numbers to minors who do not have a parent/guardian to whom they can be linked.
- CIS will notify the Social Worker of the PPS Number.

4.7 Repatriation cases

People present to Homeless unit or New Communities unit in Dublin or other unit requesting repatriation to their home country. In order to process a repatriation request, a PPS Number is required. Most of these customers will already have been allocated a PPS Number.

Should someone present without a PPS Number, where such a person has a passport, EU national ID card, or UK photo driving licence, they must attend a PPS Number allocation centre and have one allocated.

Repatriation cases may also present without any acceptable photo ID. For such cases only, the officer dealing with the repatriation request will complete a REG1 form, using that officer's unit's address and complete a cover letter **(see Appendix 13)**. The REG1 form is available here: https://divisions/sites/cis/Pages/Default.aspx

The person will then attend the relevant PPS Number allocation centre, present the completed REG1 and cover letter. The person's photograph and signature will be

captured, a PPS Number allocated, and the person registered to SAFE1 and the REG1 form and any other documents scanned in. No Public Services Card will issue.

5. SYSTEM UPDATE and CUSTOMER NOTIFICATION

5.1 System Data Input

The data input process should only commence when the identity of the customer is satisfactorily determined (see part 6 – Identity Management and Control).
Input must never commence pending the supply of any supporting documentation or pending validation of documents sent for further examination.

See **Appendix 1** for details of the process.

If the Officer notices that they have input information incorrectly, this can be updated on the "Customer Awaiting PPSN" screen. To do this (for most fields) the Officer needs to right click (RC) on the grey bar and left click (LC) on update and LC on the field to be updated. The exceptions to this are the address and the telephone number. Neither can be amended but must be re-recorded using the New Address/New Telephone Number option(s) on the grey bar menu."

Staff **must not** correct an error by re-registering the customer. This can produce two records, two PPS Numbers. Where notification is received advising that the allocation task of the previous night did not run, staff **must not** re-register the cases unless specifically asked to do so.

5.2 BOMi – Create Customer awaiting PPS Number

The "Create Customer Awaiting PPSN" option on BOMi is used to allocate a PPS Number. This option is accessed by right clicking on the Customer Object and left clicking on "Create Customer Awaiting PPSN". (See **Appendix 1**)

Certain fields on the Create Customer awaiting PPSN are mandatory, and details **must** be entered in these fields. The system will not permit the saving of application if required fields are not completed. Holding the mouse cursor over the Save button will display details of any non-completed compulsory fields.

However, other non-mandatory details such as birth surname should always be sought from the customer and entered on screen.

Note: In PPS Number applications, nationality should be recorded as per country issuing the passport/ID card except for customers holding UK or Irish passports born in Northern Ireland who may choose UK or Irish nationality.

Having completed and saved the "Create Customer awaiting PPSN", the SAFE registration process should now begin (See **Appendix 1**)

5.3 Customer Notification

Following allocation of a PPS Number, the applicant will receive his/her Public Services Card, showing the PPS Number, within five working days, to the address provided by the customer on the Form REG1 at the time of registration.

Inputting the incorrect name and address will result in non-delivery and/or queries. Care should be taken to enter the address completely and accurately with the apartment or house number always included.

In the case of customers from Northern Ireland it is necessary, for technical reasons, to enter the country as **Ireland** and not N.I. or Northern Ireland.

Officers should not give out the PPS Number over the telephone where it has been recently allocated (within two months). Customers should be advised to wait for the Public Services Card to be delivered.

Customers should NOT be advised to telephone the Department to obtain his/her PPS Number. However, see Section 4.4 for PPS Number allocations for children.

5.4   Proof of Address Requests

The Department cannot provide an address confirmation service.

Where the customer persists they should be given a copy of the notice at **Appendix 7**.

5.5   Management and Storage of Completed REG1 Forms:

As all PPS Number allocations are now carried out on BOMi, the REG1 and supporting documents must be scanned onto the customer's record.
Once the officer has **verified that the REG1 form has been successfully scanned**, there is no requirement to retain it.

6. IDENTITY MANAGEMENT AND CONTROL

6.1 General

In general, an application for a PPS Number should only be refused if there is evidence of identity (ID) fraud or if the customer has not shown a need for a PPS Number to be allocated or if a doubt has arisen in relation to other information supplied (e.g. address). CIS Control should only be contacted, on a particular case, after the 8 Step Guide to the PPS Number registration (see **Appendix 2**) has been followed.

Where the relationship between a minor and the adult who is to be linked with the child has not been adequately proved, a PPS Number should not be allocated and CIS control should be contacted.

The detection of identity fraud rarely begins with the passport or ID presented. It is more often the behaviour of the customer and his/her helpers/friends/interpreters. The ID documents presented should be vigorously examined in cases where the customer's behaviour and demeanour is suspicious.

The REG1 Form should be examined for inconsistencies. The documents involved should be checked by reference to the most recent information and to the Identity Documents Examination Manual held locally. Particular attention should be paid to Document Fraud Alerts issued from time to time by CIS Control. These notices will highlight particular suspect document areas and should be kept with the Identity Documents Examination Manual for reference.

6.2 Invalid Identity Documents

A number of national databases of invalid identity documents are available on the Internet. **(See Appendix 6)** It should be remembered, however, that documents only appear on these sites when they have been reported lost or stolen to the authorities.

The type of immigration stamp on a passport is not a factor in the allocation of a PPS Number but the absence of an immigration stamp where one would normally be expected (i.e. on a non-EEA passport) prompts a closer examination of the document.

6.3 Document Referral and Retention

Documents furnished in support of PPS Number applications are valuable to the customer and great care should be taken with them. They should only be accessible to the person dealing with the case or his/her immediate supervisor and should be held in a locked/secure area if retained overnight.

Should staff have concerns about an application, it should be registered in the normal manner, including the capture of the customer's photograph and signature, but a PPS Number should **NOT** be requested. This will create a temporary case on BOMi pending the outcome of enquiries.

Where staff require assistance, having followed the 8 step guide, they should contact CIS Control (See **Appendix 6**) for direction and advice while the customer is still in the office. In many cases CIS Control may be able to give an opinion on the validity of documents over the phone.

Should a doubt arise as to the validity or otherwise of any document presented, Social Welfare legislation permits the retention of such documents for up to 21 days for

examination (See **Appendix 5**). A "Customer awaiting PPSN" should be created and the photograph and signature captured. The documents should be retained and the receipt issued.

Documents requiring further examination by CIS Control should be sent by registered post, with a covering note explaining the circumstances of the case. The covering note should clearly indicate the office sending the document(s) and should contain a brief description and observations on the case.

N.B. Staff should not contact an Embassy or Foreign Consulate about a document directly, CIS Control will make contact if necessary.

Where documents are sent to CIS Control, the customer should be informed that they will be held pending a decision on the application.

Where examined documents are being returned to the customer, the Document Retention Receipt, included in **Appendix 5**, should be endorsed by both staff and the customer to confirm that the documents have been returned.
Documents found to be false or compromised should **not** be returned to the customer. The line manager/supervisor should be advised of any suspect documents and further direction and assistance may be sought from CIS Control.

6.4 Role of Social Welfare Inspectors

Social Welfare Inspectors are empowered to investigate and report on any application for a PPS Number. Social Welfare Inspectors also have a role in the allocation of PPS Numbers for children where enquiries need to be made to establish the relationship between the applicant and the child/children (**but see also Section 4.4**).

6.5 Identity Theft

CIS Control should be contacted for advice and direction where a customer advises that he/she believes that someone else is using their PPS Number.

6.6 Applications from Relatives and Friends

It is very important that **staff are aware that they should not process applications from their relatives and friends** but should arrange for another officer to handle the registration.

6.7 Offences

The offences relating to PPS Number application documents are contained in **Appendix 5.**

7.   PUBLIC SERVICES CARDS

7.1   Ordering Public Services Cards

Public Services Cards (PSCs) are normally requested as part of the SAFE registration leading to the allocation of a PPS Number.

7.2   Replacing Public Services Cards

- If the PSC does not swipe at the Post Office (PO), once the PO is satisfied it is the correct customer they should manually key in the number and allow the payment to proceed.

- The customer should be informed, by the PO or the scheme area if the customer makes contact with same, to contact the number on the back of the PSC (1890837000) to report the card not working.

- The card will be revoked and a new card requested. The customer should be informed to hold onto the original card if available (as an ID card) until they receive the new card. Once they receive the new card the original PSC is to be returned to PO BOX 19, Carrick On Shannon, Co Leitrim

- If a customer presents at an office of the Department to report the PSC faulty or lost, the office can

    - revoke the PSC using the appropriate revocation code e.g. faulty Magstrip, Lost, Stolen, Destroyed.

    - request a new PSC ensuring the Expiry date is updated to the expiry date of the original PSC

    - Issue a temporary card to customer (if the original PSC isn't available e.g. lost)

    - Return the damaged PSC to CIS card management section with a cover note giving the reason.

7.3   Replacing Social Services Card (SSC)

Should issues arise with a SSC, best practice is to arrange the SAFE registration of the customer and the issue of a Public Services Card.

In general SSCs should not be re-ordered.

8. DATA PROTECTION - THIRD PARTY REQUESTS

8.1 Data Protection Guidelines

Management and staff should be familiar with the "Data Protection Guidelines" available on the STÓR page of the Business Information Protection Unit here: https://divisions/sites/BISU/_layouts/15/WopiFrame.aspx?sourcedoc=/sites/BISU/Docu ments/Guidelines/Data%20Protection%20Guidelines.doc&action=default&DefaultItem Open=1

In general, a customer can be advised of his/her PPS Number following a BASIS Search, provided the date of birth and mother's birth surname given by the customer match the system details.

8.2 Third Party Requests

PPS Number details may only be given to a third party or spouse/partner **in exceptional circumstances.** These exceptional circumstances usually occur in cases where a number is required for Social Protection or Health Executive Service purposes, by a relative acting on behalf of persons incapacitated through mental or physical illness, and who are unable to attend the office.

Should a request be received from a third party claiming to act on behalf of a person, e.g. solicitor, family member, this should be made in writing and a letter of authorisation, signed by the person, granting him/her permission to request a PPS Number, should be provided.

In all instances, staff must be satisfied as to the identity of the third party or spouse/partner requesting PPS Number details.

8.3 Parent/Guardian Requests

Where a parent/guardian attends in person and asks for the details of his/her child's **(under 18 years)** PPS Number (generally for health/ education purposes), there should be no need to request ID documents for the children once the customer has proven his/her own identity and the children's details given can be verified on the system. Either parent can request their children's numbers but care must be taken that a relationship exists between the applicant and the children. In cases of doubt, the children's ID documents should be sought.

8.4 Phone Requests

On occasions a customer will contact an office seeking to trace a PPS Number for him/herself or his/her children. The number may be given over the phone where the officer is satisfied as to the bona fides of the caller, i.e. where s/he gives personal information which corresponds to that on the system (e.g. date of birth, mother's birth surname, address. PPS Number etc.). The customer, however, may be recorded with a former address or under a different surname. In cases of doubt, the customer should be asked to call to the office with proof of identity.

Note that recently allocated PPS Numbers (within 2 months) should not be provided over the telephone as notification of the number and a PSC will have issued to the address provided at time of registration. In such cases the customer must be referred back to the PPS Number allocation centre.

8.5 Persons Resident Abroad

Requests for PPS Numbers on behalf of persons who are resident abroad should be referred to CIS Registration, where procedures are in place for dealing with such cases.

Appendix 1

SAFE 0 to 2 Procedures

- Ask customer for documents – ID and evidence of Address.

- Give customer forms to complete as per current procedures.

- Check Documents – CIS Guidelines. If necessary, escalate to SAFE Supervisor. SAFE Supervisor will decide if need to escalate to CIS.

- If customer was born in the Republic of Ireland check long form birth certificate or GRO.

- Do Basis Search.

- If customer already has a PPS Number give them the details and do a SAFE Promotion.

- If customer does not have a PPS Number Create Customer Awaiting PPSN.

- Tick "Request PPSN" box.

- Enter all personal details from the documents presented NOT the REG1 form.

- If the customer's spouse/partner already has a PPS number create the relationship link.

- Once you have entered all personal details, Save.

- Add Alternate IDs, e.g. National Insurance numbers of other EU countries where the customer has worked.

- Note the ID allocated to the Customer on the REG1 form.

- Ensure sufficient documentation presented to proceed with SAFE promotion.

- Open SAFE Promotion screen.

- Capture Photo – remove all glasses – ensure acceptable. If non-compliant - escalate to SAFE Supervisor.

- Capture signature.

- Complete Supporting Documents Dropdowns on screen.

- Scan documents – Supporting Documents provided & REG1 form.

- Explain to customer the purpose of having security questions and the importance of remembering the answers given.

- Ask security questions – insert answers.

- In the tick boxes provided you must verify that you have completed each stage in the process.

- Save & Close SAFE Promotion.

- If the customer's spouse/partner is also being allocated a PPS no. the relationship link must be created the following day.

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Creating Customer Awaiting PPSN &

Promotion to SAFE Level 2

Once a Basis Search has been carried out and you are satisfied that the Customer does not have a PPS No.

RC on Customer
LC on "Create Customer Awaiting PPSN"

The CustomerAwaitingPPSN (CAP) object will appear.

Fill in each of the relevant free text boxes and dropdowns, Name, DOB, etc.

Make sure to use the correct details and spellings **taken from the documents presented** not the REG1 form. The Request PPSN box **MUST** be ticked.

Details on how to create a Relationship link are at **Appendix 8.**

To add in an address and phone number RC the grey bar at the top and LC on New address or New Telephone Number

RC Grey bar to add address and phone number

New Address...

When you have completed the address/telephone number LC OK and it will update the CustomerAwaitingPPSN object

When all the data fields have been fully completed and checked, LC save on the bottom and request PPS No will be completed.

LC save

On the top of the CustomerAwaitingPPSN object you will see it now has an ID number. This number should be written on the REG1 and used if you need to retrieve that Customer before a PPS No has been allocated.

New Id Number

Id:	
Customer:	I Customer
Request Ppsn:	I__I
State:	Pending
Date Requested:	03/05/2012

If the Customer has an EU or UK Insurance No. to be recorded, it can be added as an Alternate ID at this point. To do this:

RC the grey bar up top and select Add Alternate ID

Complete the details and LC OK.

To SAFE promote the customer, RC the grey bar and LC Safe Promotion

SDM		
	New Scheme Case...	
	Relate Customer...	Id:
Recorded Actions	New Address...	Customer:
Alternate I Ds	New Telephone Number...	Request Ppsn:
Activities	Who Updated This Object Last	State:
Customer Cases	Update ▶	Date Requested:
	Quarantine ▶	Date Of Receipt:
	Communications ▶	Client Title:
	Withdraw Application	Client First Name:
	Request PPSN	Client Surname:
	Add Scanned Correspondence	Client Suffix:
	Safe Promotion	Sex:
	Add Alternate ID...	Date Of Birth:
	Save Incomplete	Dob Ver Source:

Id:
Customer: I Customer
Request Ppsn:
State: Temporary
Date Requested: 27/07/2012
Date Of Receipt: 27/07/2012
Client Title: Fr
Client First Name: John
Client Surname: Smith
Client Suffix: Suffix Format
Sex: Male
Date Of Birth:
Dob Ver Source: Passport
Place Of Birth: Dublin
Country Of Birth: Ireland
Mothers Birth Surname:
Birth Surname:
Civil Status: Single
Date Of Marriage:
Dom Ver Source: Marriage Verification Source
Date Of Death:
Dod Ver Source: Death Verification Source
Related Customer: I Customer
Relationship Of Existing Customer To This Person: Relationship Type
Use Household Address Of Related Customer:
Address:
Telephone: (Use menu action to add Telepho
Email:

Safe Promotion

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To take the photo RC the grey bar on top and LC Photo then LC Capture Photo

The Photo Object will open

	After clicking Start, this application will attempt to capture a compliant image and display it here.

After you have verified the image as compliant, either Accept the image or click Start again to re-capture.

If issues are detected in automatically capturing a compliant image, a Take button will be made available for manual control. |

LC on "START" and the live image of the customer will appear in the window on the left hand side as shown below.

```
SAFE Registration Photo Capture V2.1

Customer Details                          Candidate Image

Customer: Fred Flintstone

PPSN:

Live Feed
                    ◉ One Face Visible
                    ◉ Camera Distance
                    ◉ Exposure              After clicking Start, this
                    ◉ Grayscale Profile     application will attempt to
                    ◉ No Hot Spots          capture a compliant image
                    ◉ Frontal Pose          and display it here.
                    ◉ Uniform Lighting
                    ◉ Sharpness             After you have verified the
                    ◉ No Glasses            image as compliant, either
                    ◉ Background OK          Accept the image or click
                    ◉ Natural Skintone      Start again to re-capture.
                    ◉ Eyes Open
                    ◉ Eyes Frontal          If issues are detected in
                    ◉ Mouth Closed          automatically capturing a
                                            compliant image, a Take
                    ◉ Is Compliant          button will be made
                                            available for manual control.

   STOP ■
```

Position the customer centrally in the camera view and advise them to face the camera and keep their mouth closed. If the customer is too far from the webcam the officer should reposition him/her closer to the camera. The customer should be able to touch the camera without leaning forward.

Eyes Frontal Measurement – looking directly at the camera lens does not always result in Eyes Frontal compliance and, in many cases, looking slightly below the lens (towards the red illuminated circle/Logitech symbol on the webcam) can give better results.

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The software will **AUTOMATICALLY** take a picture of the customer. This will take a few seconds and, in some cases, may take up to 30 seconds. The cropped image will appear in the window on the right hand side as shown below:

If the captured image is acceptable LC "Accept Compliant Image"

Non-Compliant Images

Occasionally the software will not be able to automatically capture a compliant image and in this case the "START" button will be replaced by a "TAKE" button. (after approx 30 seconds has elapsed). This is shown below:

LC the "TAKE" button and this will capture an image as shown below:

This may turn out to be a compliant image but in most cases the image will be non-compliant.

If the non-compliant image is acceptable the SAFE Officer then accepts the image by LC on "Accept NON-Compliant Image" as shown above.

For non-compliant images a supervisor must carry out the "Verify Non-Compliant Image" function.

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To capture the Customers Signature RC the grey bar at the Top, LC Signature and LC Capture Signature

The Signature Box will appear.

If the Signature is ok, LC Accept. If it needs to be re-taken LC on the Re-Capture button.

If, at this stage you wish to SAVE the photograph and signature, tick the Customers Photo Verified and Customers Signature Verified boxes and insert your Password.

Record the Supporting Documents provided by the Customer by LC on the drop down menu.

To scan the Supporting Documents provided

RC on the grey bar.

LC on "Add scanned Correspondence"
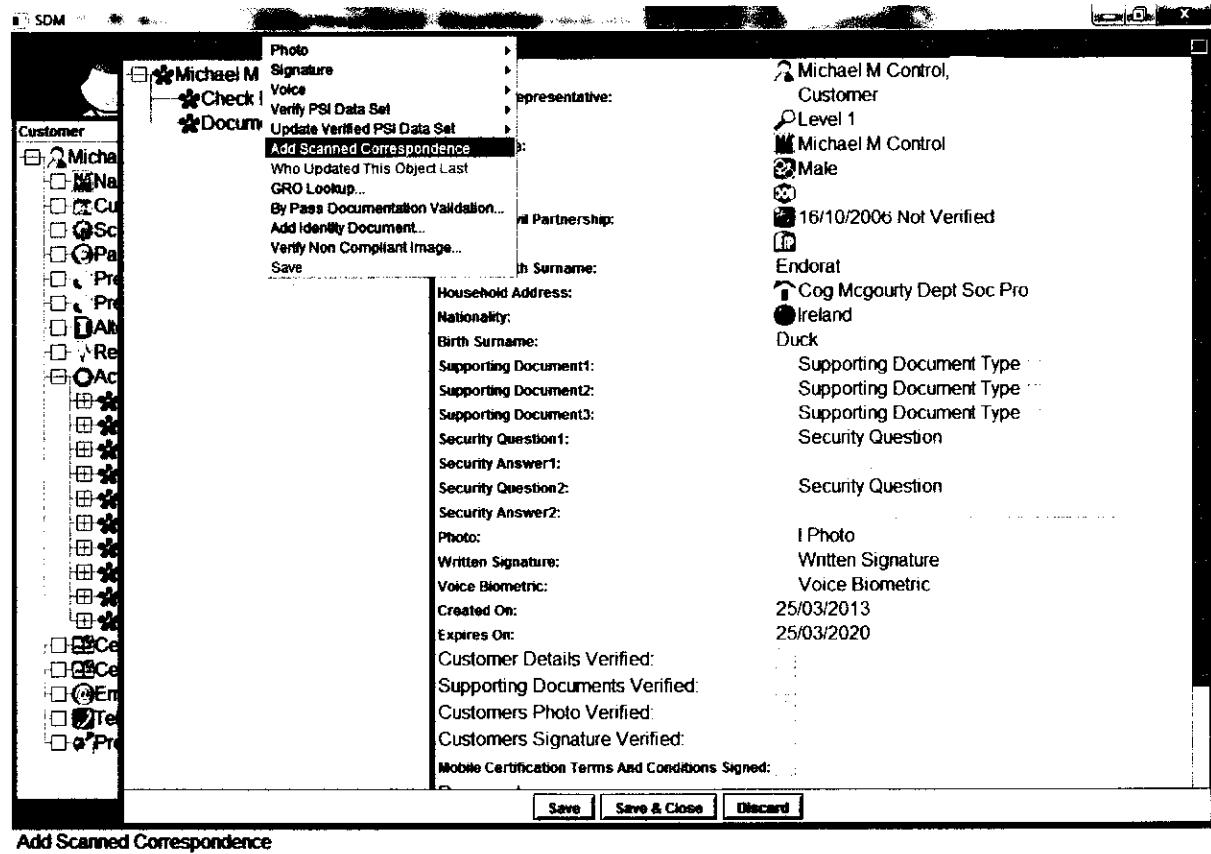
Add Scanned Correspondence

When the scanning object appears

LC on the drop down menu

LC on document type.

Place the scanned image face side down on the flat bed with the top of the page facing away from the feeder end.

LC Scan

Document dropdown list

SDM Counter Sc____ /2.

| | | X |

Scan both sides check box
for multi-page scans

Document Type [_____] ▊ **Scan Both Sides**

Description

- A4 Single-Sided Page
- Birth Certificate (IRL)
- Birth Certificate (UK)
- EU/EEA National Identity Card, photo s
- EU/EEA National Identity Card, rear
- Driving License
- GNIB Registration Card
- Immigration Card
- Multi-Page Document
- Other Photo ID
- Other Proof of Address
- Passport
- Temp Resident Cert
- Travel Document
- Utility Bill

Sc

[Scan]

[Save]

Scan Button

Select Document Type and Press the Scan Button

[Reset]

[Finish]

Connected to HP Scanjet 7500 TWAIN

A preview of the scanned image will be displayed before it is saved.

If the image is ok LC save.

If the image is scanned incorrectly LC Reset and scan again

SDM Counter S... ☒

Document Type	Passport ▾	■ Scan Both Sides
Description	Scanned Passport

Scan

Save

Reset

Finish
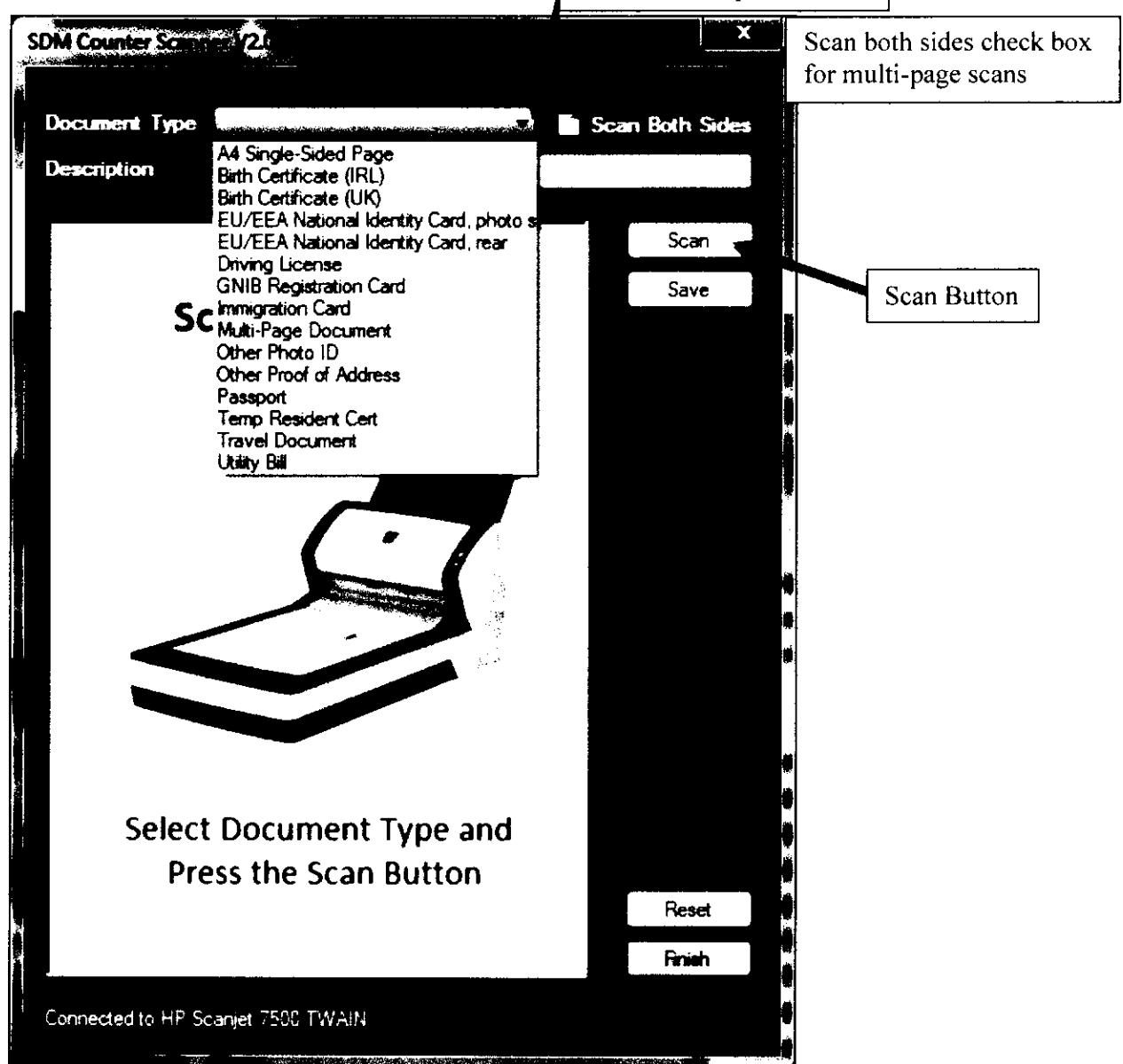
Connected to HP Scanjet 7500 TWAIN

When scanning more than one document on to the same customer record, select Document Type, then Scan and Save each one. Once all the necessary documents have been scanned LC Finish.

Scanning REG1s

REG1s should be scanned as a **Multi-Page Document.**

To do this, select "Multi-Page Document" from the drop down list. Place the document in the feeder as opposed to on the scanner bed.

To scan both sides LC in the "scan both sides" box

For any multi-page document a title MUST be given to it in the free text description box.

Place the document in the feeder and press scan as before.

To scan a single page document for which there is not a suitable title in the drop down list this process can also be used.

To view a saved scanned image LC and expand "Customer Cases"

LC and expand the "Maintenance Case"

LC and expand "Contents"

RC on the image you want to view and

LC on "view"

Security Questions

Ask the customer to pick 2 security questions from the list provided. In the two security question fields LC the drop down arrow and click on the question they have chosen. Under each question LC on the free text line and type in the answer for each of the 2 questions

Security Question1:	$\mathcal{P}$What is your favourite sport?
Security Answer1:	golf
Security Question2:	$\mathcal{P}$What was the make of your first car?
Security Answer2:	golf

When you have taken the photo and signature, checked and inserted or updated the customer details, checked the supporting documents, selected them in the drop down lists and scanned them on, you must click on the check boxes shown below in order to allow you to save the SAFE promotion.

Birth Surname:	Cis
Supporting Document1:	⌕ Birth Certificate (Long Form) ▽
Supporting Document2:	⌕ National ID (non-Irish) ▽
Supporting Document3:	⌕ Utility Bill ▽
Security Question1:	⌕ What is your favourite sport? ⋯
Security Answer1:	golf
Security Question2:	⌕ What was the make of your first car? ⋯
Security Answer2:	golf
Photo:	I Photo
Written Signature:	Written Signature
Voice Biometric:	Voice Biometric
Created On:	24/01/2012
Expires On:	24/01/2022

Customer Details Verified: ☒

Supporting Documents Verified: ☒

Customers Photo Verified: ☒

Customers Signature Verified: ☒

Click in each of the 4 check boxes. If you have clicked it properly it will be filled with an X

Mobile Certification Terms And Conditions Signed: ☐

Password:

To save the SAFE Promotion, you must put your certificate password in the box below. This will finalise the SAFE promotion once you have completed all the necessary fields.

⊟ ✹Mickey Mouse Control,	Customer:	♫ Mickey Mouse Control,
⋯✹Check Lists	Customer Representative:	Customer
⋯✹Documents	Safe Level:	♪ Level 1
	Usage Name:	♯ Mickey Mouse Control
	Sex:	☺ Male
	Birth:	☺
	Marriage:	⬛
	Death:	🛢
	Mothers Birth Surname:	Minnie
	Household Address:	⌂ Jmcdonnell Cis Dsp
	Nationality:	● Ireland
	Birth Surname:	
	Supporting Document1:	♪ Passport
	Supporting Document2:	♪ GRO
	Supporting Document3:	♪ Utility Bill
	Security Question1:	♪ What is your favourite sport?
	Security Answer1:	golf
	Security Question2:	♪ What was the make of your first car?
	Security Answer2:	polo
	Photo:	I Photo
	Written Signature:	Written Signature
	Voice Biometric:	Voice Biometric

Enter password.
LC Save and Close.

10/05/2012
10/05/2019
✗

Supporting Documents Verified: ☒
Customers Photo Verified: ✗
Customers Signature Verified: ☒
Mobile Certification Terms And Conditions Signed:
Password:
Request PSC Card ✗
By Pass Documentation Validation Reason: By Pass Supporting Documenation Reason
System Checks Complete: ✗

[Save] [Save & Close] [Discard]

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8 Step Guide to PPS Number Allocation

1. Evidence

-proof of identity and address is presented and sufficient, and need for PPS Number established.

2. BASIS search
– does a PPS No. already exist?

3. PPS Number exists
If not already at SAFE 2
Refer for SAFE2 registration

OR

4. PPS Number doesn't exist
– take ID documents and
issue a REG1 for completion

5. Review ID documentation

Does the photo match the person?

Compare date of issue with the stated age of person-are they consistent?

Check digit calculator

Consult Document Examination Manual

Check documents for evidence of forgery or tampering-Use UV lamp

Check relevant websites

Check "Alerts" ,"Hotlist" and stolen blanks list

Can Reg1 be completed without 3rd party assistance?

Can applicant complete language questionnaire?

Do signature and personal details on REG1

match those on ID documents?

Check REG1 for errors in

spelling of name, date of birth etc.

Ensure that signature is witnessed.

6. Everything in order

9. Problem Cases

Consult and seek advice from your line manager

Retain identity documentation if considered appropriate

Issue a receipt for original documentation

Give copies of retained documentation to the customer

Contact CIS Control if necessary.

8. Carry out PPS Number allocation and/or SAFE2 registration

SAFE registration process covered in Appendix 1

Return original ID documents

Advise customer that number will issue by post within 7-10 days

Appendix 3

ADVICE ON THE USE OF THE BASIS SEARCH

A. TRACING A PPS NUMBER

Basis Search

A BASIS Search should be carried out by entering as few details as possible in the fields at a time. Use the forename first initial, surname first initial and the date of birth of the person. Populating too many fields can make the search unsuccessful.

Following failure to trace a number at the first or second option will require using a number of the alternative field options outlined below.

- First Name and Date of Birth.
- Surname and Date of Birth.
- First Line of Address.
- Surname/First Name and Mother's Birth Surname.
- Mother's Birth Surname and Client's Date of Birth.
- Surname and Street/Road/Town/Townland.
- Reverse the Surname and First Name where names are unfamiliar.
- Alternate ID

B. DEALING WITH SIMILAR OR IDENTICAL INFORMATION

A Mother's Birth Surname shown on BOMi can help establish whether the number traced is the correct one. This occurs particularly in cases where more than one customer of the same name and locality is found or where a customer's Name or Date of Birth is slightly different on BOMi to that quoted.

It is quite common to trace the correct customer from a former address.

Appendix 4

EXAMPLES OF VARIOUS EUROPEAN SOCIAL SECURITY
NUMBERS and PERSONAL CODES

COUNTRY	NO.	DATE OF BIRTH	NAME
Belgium	66011044467 *DOB in reverse*	10/01/66	
Germany	23120366F532 *DOB with 'F' = Initial of Surname*	12/03/66	Mr Finn
Italy	HYOTMS71T242116J *Letters relate to name*	18/08/71	Thomas Hoey
Spain	28/1045/4665	06/01/72	
Holland	216295737	15/11/69	
Austria	4245050768	01/12/69	
Denmark	1404633119	14/04/69	
France	267049913693983 *(2 = female, 1 = male, 67 = year of birth, 04 = month of birth)*	07/04/67	
Lithuania	11 digits beginning with 3 or 4 *(3 =Male, 4 = Female)* *(old style passports handwritten on page opposite photograph, new style on bio-data page)*		
Estonia	11 digits beginning with 3 or 4 *(3 = Male, 4 = Female)*		
Poland	11 digits *(not on old style passports)*		
Latvia	11 digits 6 - 5		
Slovakia	10 digits 6 / 4		
U.K.	Numbers generally start with alphabetical characters, followed by 5/6 numbers, and finish with a character.		

Appendix 5

1. Retention of Documents Provisions

Under the provisions of Section 262 of the Social Welfare Consolidation Act 2005 as amended by the Social Welfare and Pensions Act 2007 the Department may retain documents for checking. These include a passport, visa, identity card, driving licence, birth certificate or marriage certificate or any other document purporting to establish a person's identity or nationality. The document(s) may be held for a reasonable period of time, i.e. not exceeding 21 days.

The customer must be informed that the document(s) will be held pending a decision on the application. A customer who refuses to allow documents to be held for checking should be informed that their application cannot proceed.

The Department is required to issue a receipt for the retained documents to the customer.

2. Legislation Extract:

Section 262(ii) of the SW Consolidation Act 2005 is amended as follows:

By inserting the following after subsection (3):

"(3A) An officer of the Minister may retain any document (including a passport, visa, identity card, driving licence, birth certificate or marriage certificate or any other document establishing a person's nationality or identity), given for any purpose under this Act, for such period as may be reasonable which period shall not in any case exceed 21 days.

(3B) Where a document is retained under subsection (3A) a receipt in the prescribed form shall be issued in respect of it to the person concerned."

3. Offences:

Under S32 (b) of the SW Act 2007 it is an offence for a person to make any statement or representation, oral or written, which is false or misleading in the PPS Number application process. It is also an offence to give or cause to be given any document or information which is known to be false or misleading.

Under S30 of the Criminal Justice (Theft and Fraud) Act, 2001 a false or altered Identity document is an instrument of fraud. To present such a document to induce another person to accept it as genuine in order to obtain a service (e.g. PPS No, payment etc.) is an offence under s26 & s29 of this Act.

DOCUMENT RETENTION RECEIPT:

Name of
Applicant: _____

Address: _____

_____

For the purposes of establishing your nationality and/or identity the document(s) listed below have been retained for a period not exceeding 21 days.

	Reference No. on document:	**Official Stamp**
Birth Certificate	_____	
Passport	_____	
National Identity Card	_____	
Irish Residence permit (formerly GNIB Card)	_____	
IPO Card (Card issued by the International Protection Office)	_____	
Other (details required):	_____	

I acknowledge the document(s) listed above have been retained in accordance with the provisions of the Social Welfare and Pensions Act 2007.

Applicant's signature _____ Date ___/___/___

Officer's signature _____ Date ___/___/___

Offences:

Under S32 (b) of the SW and Pensions Act 2007 it is an offence for a person to make any statement or representation oral or written which is false or misleading in the PPS Number application process. It is also an offence to give or cause to be given any document or information which is known to be false or misleading.

Under S30 of the Criminal Justice (Theft and Fraud) Act, 2001 a false or altered Identity document is an instrument of fraud. To present such a document to induce another person to accept it as genuine in order to obtain a service (e.g. PPS No, payment etc.) is an offence under s26 & s29 of this Act.

Appendix 6

CIS CONTACT INFORMATION

CIS Registration(CISR)			
SWSO, Shannon Lodge, Carrick-on-Shannon, Co Leitrim			
41666	41667	41661	41662
41660	41668	41669	41670
41671	41663	41664	41658
41680	41672	41654	41665
41673	41656		

Phone Bank No: 01 7043281

Fax Number: 071 9672554

E-mails   **CIS@WELFARE.IE**

Enquiries
by LOs/BOs & Reg Centres   SECT REG2

Social Services Cards
requests by
LOs/BOs & Reg Centres   SECT_REG3

CISR provide a Registration Service in probate cases and for non-resident applicants who cannot go to a designated office and who need a PPS No. for a transaction with a specified body while domiciled abroad.

CIS Control (CISC)	
SWSO, Shannon Lodge, Carrick-on-Shannon, Co Leitrim.	
Extn	Fax Number:
41540	071 9672560
41579	
41542	

CIS Control provides information, advice and training on document examination including Fraud Alerts, Document Manuals and updates. Requests for training should be made through local managers.

Queries as to the type of documents which are acceptable as evidence of identity and the validity of documents presented should be directed to CIS Control.

CIS STÓR Page https://divisions/sites/cis/Pages/Default.aspx
Nationality Codes, Language Questionnaires and the REG1 in Irish

CIS SAFE Rollout
Public Services Card/ SAFE Helpdesk phone number **41794**
STÓR page here: https://divisions/sites/cis/Pages/Default.aspx
SAFE Rollout provides an advisory service to offices in relation to the SAFE process.

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Appendix 7

Proof of Address Requests

(Extract below may be printed locally on office headed paper):-

To whom it may concern,

I wish to advise you that this Department cannot provide an address confirmation service.

Yours faithfully

Appendix 8

How to create a relationship link on BOMi

If the parent/spouse/partner already has a PPS Number, open the PPS Number and minimise on BOMi.

Create Customer Awaiting PPSN for the child/spouse/partner and input information from documents.

RC on the grey bar (**BEFORE SAVING THE CAP**) and LC on Relate Customer

LC the customer with PPS Number (and hold down) then drag the customer and drop into the I Customer box. Select relationship type – e.g. Mother of – and LC OK.

The system will automatically tick the "Use Household Address of Related Customer" box. It is important to be sure that the Household Address is up to date, in line with proof of address provided, on the related customer and that country has been specified. If country is blank it should be added to the customer's address.

If the address is not up to date on the related customer, LC to untick the "Use Household Address of Related Customer" box and add a New Address from the grey bar.

Appendix 9

How to move documents from parent's PPS Number onto CAP (Customer Awaiting PPSN) for the child on the next day

Firstly, create the customer awaiting PPSN for the child using the documents and the REG1 provided the previous day.

If there is no Maintenance Case on the CAP ID you should RC on the grey bar and LC on "New Scheme Case"

New Scheme Case...

To move documents from the PPS Number of the parent RC on the document to be moved and LC on Move To...

Move To...

Minimise the customer's record that you are moving the document from.
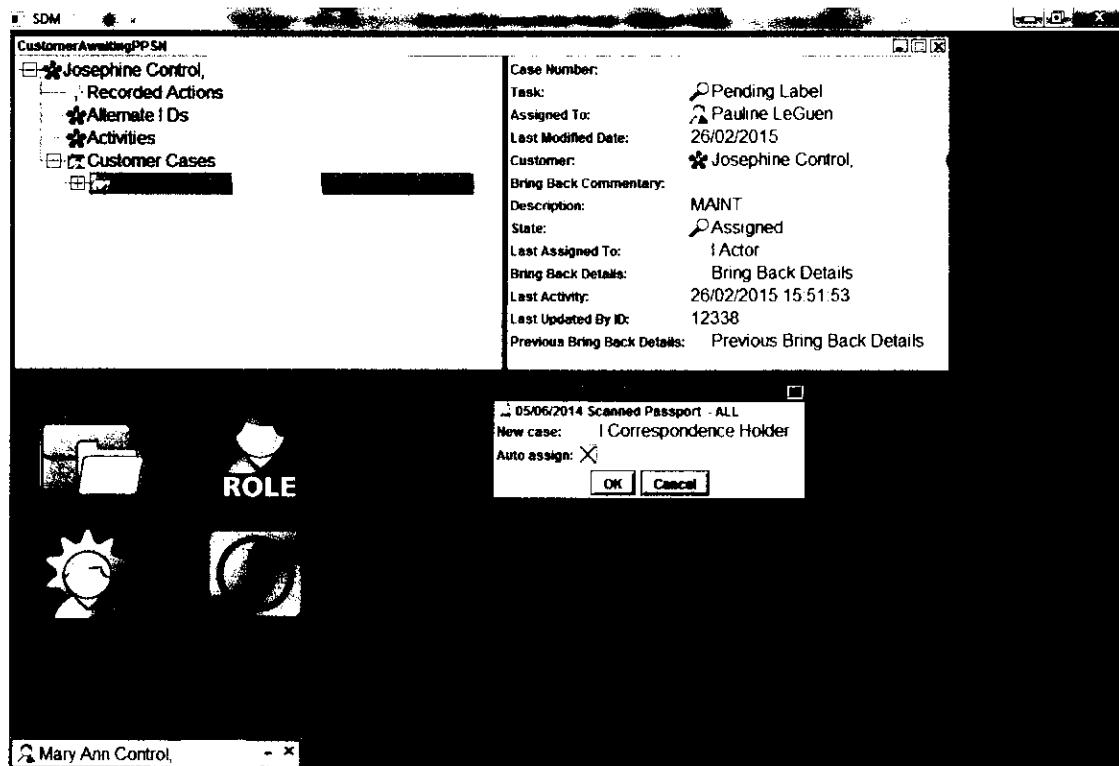
Drag and drop the Maint Case on the CAP ID into the "I Correspondence Holder" box and LC OK.
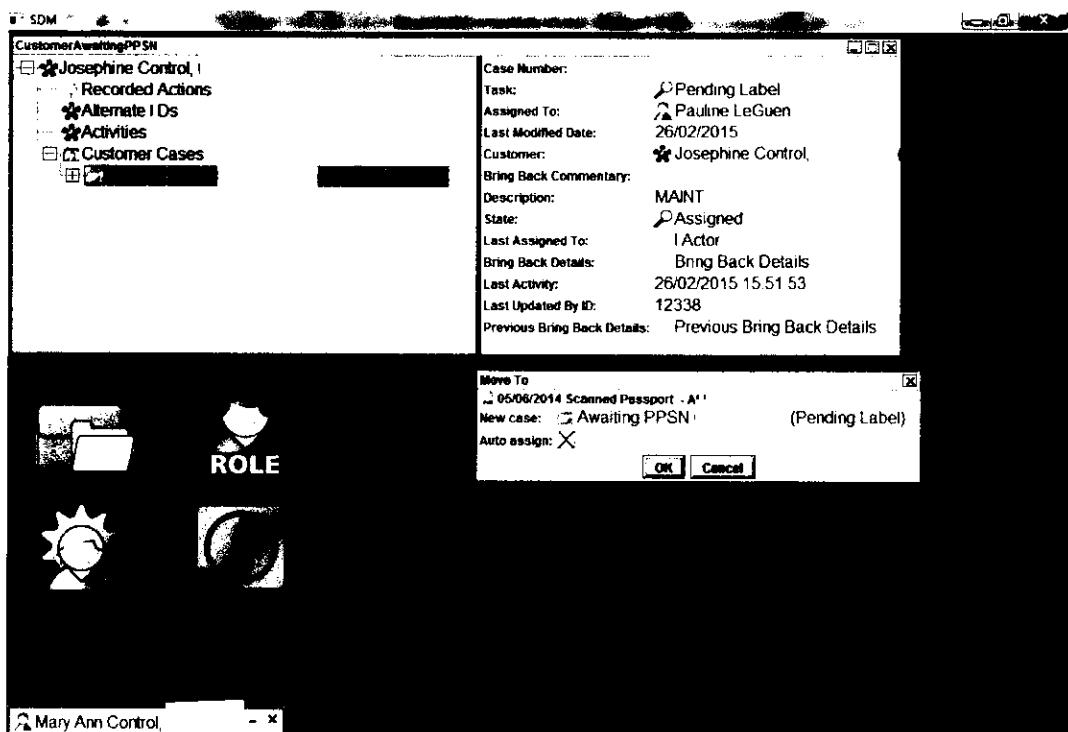
The document will have moved into the contents of the Customer Awaiting PPSN Maintenance Case.

Appendix 10   Frequently asked questions.

A person requesting allocation of a PPS Number presents with no evidence of address, apart from a utility bill in a friends name but there is no letter from the bill payer to state that customer is living with him/her. Can he be allocated a number?
A note should be provided from the bill payer. This can be written on the bill. Do not allocate a PPS Number until satisfactory evidence of address is provided.

Is an Irish Learner Permit acceptable with proof of address & long form birth certificate?
If the person was born in Ireland or the UK, then yes.

Are UK/Irish Passports accepted up to 12mths from expiry as proof of identity?
Yes.

Is there a limit to the amount of minors that can be linked to a customer?
No.

Uncle of a minor requests a PPS Number for his niece. Documents presented are his passport, child's passport and letter from courts of guardianship. Can a PPS Number be allocated?
Yes, where the uncle does not already have a PPS Number, one should be allocated to him in the normal way. A PPS Number can then be allocated to the child and the child linked to him

When linking the child there is no option to input a guardian relationship. What do you use?
Development has been requested to provide additional options for relationships, use stepfather and amend to guardian the following day, after which the link can then be broken.

What is the procedure when a UK citizen presents at a local office and does not have the appropriate ID as outlined on the website? Can a PPS Number be allocated?
The legislation requires that a person satisfies the Minister as to his or her identity before a PPS Number can be allocated. If the required documents are not presented, then a PPS Number should **not** be allocated.

What is the procedure if a customer presents with an Irish Residence Permit (formerly GNIB card) and states that Dept. of Justice has his/her passport?
Person should be able to provide confirmation from Justice of this (receipt). Asylum seekers may be allocated a PPS Number based on the details in the IPF1 form.

Some asylum seekers claim they don't have the IPF1 form? Where should they go to get a copy?
They should return to where they made their Asylum application.

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If an asylum seekers IPO card is out of date? What other documentation should s/he have in his/her possession?

S/he should have a copy of the IPF1 form completed when s/he claimed asylum. The name should match that on the IPO card. If the IPO card is out of date, the person should be requested to return with an in-date IPO card.

Minors - how are minors allocated PPS Numbers when accompanied by parents?
- What documents should be provided by the parent?

Documents should be sufficient to verify the parent's identity and demonstrate the parental link to the child (passports and/or birth certificate for UK children). The parent should be SAFE registered. Parents who are UK nationals must provide either a passport or driving licence with birth certificate. Other nationalities must have national ID card (EEA) or passport.

- What documents should be provided for the child?

The child is from outside Common travel area s/he should have must have a national ID card (EEA) or passport. If from within the Common Travel area, s/he should be able to present documents to support identity (school reports, exam results, documents from UK SW). In case of any doubt, these should be checked with the UK authorities.

- Should parent provide birth certificate?

The birth certificate must be provided to establish the parent-child relationship. If required the document can be translated by the Department's translation service.

There is a need to establish link between the child and adult. For example, are the names on the passports/ID documents the same? Where a birth certificate is presented, do the names agree with the names on the passports?

In case of doubt, the case should be referred to the Family and Child Agency, TUSLA.

- Should the child be present with the parent?

Yes – need to establish child is the person in the ID documents.

- Should the passport/ID of the parent be included?

Yes. Required ID documents must be presented. Type depends on nationality.
Outside of EEA, Passport.
Within EEA (excluding Ireland), National ID card or passport.
Irish, documents to establish identity.

How are minors allocated PPS numbers when accompanied by a relative that is not a parent? What documents are required?

Guardianship papers must be presented and Evidence of ID for child and guardian and why PPS Number is required.

Should a child present for allocation of a PPS Number and there is no documentary evidence showing a guardian relationship, then Tusla should be contacted.

A non-EU/EEA applicant holds an Irish Residence permit (formerly GNIB card) but does not hold a passport or travel document. Such applicants often state that their original passport is being held by Dept. of Justice. Can a PPS Number be allocated?
Only a very small number of applicants from outside of the EEA will not have a passport. Such applicants should be able to produce documentation from the Dept. of Justice to prove that the passport is being held. Refer to CIS if a person claims not to hold a passport or travel document.

Should the consent of the parent of the child be included in the application?
A Guardian may act on behalf of a child.

What is the policy with regard to unaccompanied students (minors) who are attending schools/Colleges? Who should they be linked to?
School's representative. These are not regarded as exceptional registrations and should be dealt with in a PPS Number allocation centre.
Evidence of Schools' representative's identity and PPS Number, evidence of child's identity, and evidence of enrolment must be provided and scanned in.

What is the appropriate link and when should the link be broken and by whom (LO or CIS)?
Guardian, as the school is acting in Loco Parentis. A ticket has been raised to allow this type of link to be used at initial registration but it is not currently available.

If a customer requires a PPS number when they take up employment do they need evidence from an employer when attending a local office?
A person needs to show a requirement for a PPS Number. An offer of employment meets this. At the very least, the person should be able to provide the name and address of the employer. Should a doubt arise, then the employer can be contacted to confirm any job offer.

In general, how much evidence does a customer need to show to a local office to prove they need a PPS number?
The reason for requiring one is one of the questions on the REG1, and a person should be able to back this up. However, it may be as little as a medical card application form, completed apart from the PPS Number field.

If a customer is in Northern Ireland and is buying a property in the South, should they attend local office or use the exceptional application process?
If a person is present in the State, s/he must go to a PPS Number allocation centre. If not then the person should apply through the exceptional registration process.

Should the PPS Number allocation centre look for work permits/visa stamps of customers?
No.

Should the PPS Number allocation centre take photo and signature of applicants?
All PPS Number applicants aged 18 and over must go through SAFE2. Children aged under 18 should have their identity verified against their identity documents, but should not go through

SAFE unless they require a PSC in which case the SAFE consent form must be completed by the responsible adult.

A non-EU/EEA applicant does not hold an Irish Residence permit (formerly GNIB card). Can a PPS Number be allocated? Some offices are still insisting that such applicants produce an Irish Residence permit.
A person from outside of the EEA must present a Passport or 1951 Travel Document.
It is not necessary to present an Irish Residence permit card in such cases

Marriage PPS Number applications. For example a Pakistani gentleman arrives into an office with an Estonian lady. He requires a PPS Number as they are getting married. He produces a genuine Pakistani passport and evidence of address. Can we allocate him a PPS Number?
In order to marry in the State, notice of intent to marry must be given to a Registrar. Where the parties intend to reside in the State after marriage, then a PPS Number must be provided to the Registrar.

If a person does not intend to reside in the State after marriage, then a PPS Number is not required to be provided to the Registrar, and one should not be allocated for this reason.

A person living outside of Ireland is taking up employment in Ireland in 3/4 weeks and requires a PPS Number. Can the person apply now to CIS Registration section or must they wait until they arrive in Ireland and apply in person for a PPS Number at one of our registration centres.
Persons who require a PPS Number for work purposes in Ireland must apply in person at the appropriate PPS Number allocation centre after arrival in the State.

Appendix 11
Example of IPF1 form and IPO card.

An Roinn Dlí agus Cirt agus Comhionannais Department of Justice and Equality

AN OIFIG UM CHOSAINT IDIRNÁISIÚNTA

INTERNATIONAL PROTECTION OFFICE

79-83 Sráid. an Móta Íocht..
Baile Átha Cliatha 2.DO2ND99

79-83 Lr. Mount Street,
Dublin 2

Telephone/Teileafón:
(01) 602 8000
Lo-call : 1890 202 418

Fax/Facsuimhír:
(01) 602 8126

E-Mail/Ríomhpost:
info@ipo.gov.ie

Gréasán /Web: www.ipo.gov.ie

Reference	1783304-IPPA-17	Date of Application	12/01/2017
Person ID	994442-17	Place of Application	Refugee Application Centre
Name	Mr Man	Nationality	Belize
Date of Birth	01/01/80	Country of Birth	Algeria
Gender	Male	Place of Birth	B
Marital Status	Married	Unaccompanied Minor	No

Interview for the purposes of Section 13(2) of IP Act 2015.

Do you wish to make an Application for a Declaration	Yes
Country of Origin	Kuwait
Have you the right of residence in any other country?	No
Which country?	
Mode of Transport used to travel to Ireland	Air, Sea, Rail, Road
Route Travelled	a- b- c- d- e-
Depature Date from Country of Origin	12/10/2016
Date of Arrival	25/01/2017
Place of Arrival	Rosslare Harbour
Travel Facilitator	
Reason for coming to Ireland	Visit/Tourist
Legal Basis for entry to Ireland	None - Illegal entry
Has another Member State granted refugee status or subsidiary protection status to the person?	No
Is a country other than a Member State a first country of asylum for the person?	No
Is this preliminary interview being accepted as an International Protection Application under S15 of the IP Act 2015?	Yes
Section 13 (2) Interview carried out on	AT

SIGNATURE SECTION

I confirm that the above information. provided by me for the purpose of Section 13(2) of the International Protection Act, 2015. is correct. I also confirm that I have been given an opportunity to amend any inaccuracies

Signature of applicant: _____ Date: _____

Signature of Officer: _____ Date: _____

Name of Authorised Officer _____

Person Details

Orignal Name	Mr Man	Other Names	Mr Mr
Orignal Nationality	Belize	Present Address	23 Test St, Dublin 3. A111S4D
All Languages	Czech. Moldovan. Turkish	Address in Home Country	
Religion		Ethnic Origin	Other
Profession	Property / Housing	Comments / Details	Entrepreneur
Military Service	Other	Comments / Details	G
Political Party / Trade Union Membership Details	Other	Comments / Details	I
Issue that may affect scheduling	Pregnancy	Details of Issues	Near end of pregnancy

Family Details

Name	Relationship	Date of Birth	Location
Minnie Mouse	Wife	25/12/56	Algeria
Mickey Mouse	Brother	19/09/1940	Spain
Henrietta Mouse	Daughter	14/07/2009	Dublin
Scarlett Mouse	Daughter	26/05/2011	Dublin
Yohann Mouse	Son	03/02/2014	Dublin

DOCUMENTS

Primary ID Document	ID Number	Place of Issue	Date of Issue	Date of Expiry	Scan
	PY100679	Kuwait	01/01/2013	31/12/2023	
Other ID Documents	ID Number	Place of Issue	Date of Issue	Date of Expiry	Scan

Reason for Seeking Protection in the State:

Refugee Status - The applicant claims a fear of persecution for reason of:

Nationality

Any additional details relating to your claim for Refugee Status:

By Jean X. Lanigan on 25/01/2017:
cvn\zikvnbldnkzgb
sdfknvgadf
adfklnbad

63

```
fbnm
dfbm;dfbg

adflbl;gnb


adfbnkgbnbg
```

Subsidiary Protection - The applicant claims a fear of serious harm for reason of:

Death penalty or Execution   Yes

Torture or inhuman or degrading treatment or punishment of an applicant in the   No
country of origin

Serious and individual threat to a civilian's life or person by reason of indiscriminate   Yes
violence in situations of international or internal armed conflict

Any additional details relating to your claim for Subsidiary Protection:

```
By Jean X. Lanigan on 25/01/2017:
Same as before - I told you all this already
```

Permission To Remain

Additional Information In the event of your protection application being refused, please briefly state the reasons why you and your children under 18 years (if any) cannot or should not be returned home to your Country of Origin/Country of former habitual residence and should be permitted to remain in the State. You may submit additional information with your Questionnaire.

```
By Jean X. Lanigan on 25/01/2017:
My children and all my wifes are here
```

SIGNATURE SECTION

I confirm that the information set out in this form provided by me is correct.
I confirm that I have been given an opportunity to amend any inaccuracies.
I confirm that I have been verbally advised of my rights to consult a legal representative and the UNHCR.

I acknowledge receipt of the following documentation/information which has been provided to me by an Authorised Officer of the International Protection Office or by an Immigration Officer as appropriate:

    Information Leaflet for Applicants for Protection in Ireland
    Questionnaire in connection with my application for Protection
    Change of address form
    Free Legal Aid Information Leaflet
    Information Leaflet on Dublin Regulations
    Customer Service Charter and Information Note
    (If applicable)
    Notice to Pregnant Applicants and note for completion by doctor or hospital

Signature of applicant: _____ Date: _____

I witnessed the applicant's signature and I acknowledge receipt of the documents provided by the applicant (if any), which are listed above in this IPF1 form.

Signature of Authorised Officer: _____ Date: _____

Signature of Interpreter: _____ Date: _____

Printed Date 06/02/2017

PPS No applications for children aged under 18.

1. Check that the required identity and POA documents have been submitted. Test the validity of the documents and ensure that the REG1M has been completed in full.

2. Confirm the identity of the adult making the application and check that there is documentary evidence to verify that it is appropriate for them to apply for a PPS number on behalf of the child.

Adult has a PPS number:

Register the child's application, relating the child to the adult. Scan the REG1M and all supporting documents on to BOMi.

Adult does not have a PPS number:

The adult first applies for a PPS number for him/herself in the normal manner.

After the adult's application has been registered scan the child's identity document(s) and the documentary evidence of the link between the adult and the child to the adult's record.

Record the adult's BOMi case ID number on the child's REG1M.

Hold the child's REG1M for registration the next working day.

The next day open the adult's case on BOMi and get the adult's PPS number.

Register the child's application, relating the child to the adult.

Scan the REG1M to the child's record on BOMi.

Move the scan of the child's identity document(s) and the documentary evidence of the link between the adult and the child from the adult's record to the child's.

Copy the evidence of address from the adult's record to the child's.

(If necessary, send a task to change the relationship from parent to guardian.)

Appendix 13: Copy of Repatriation cases cover letter

Request for PPS Number to be allocated for repatriation purposes.

To PPS Number allocation centre   _____

From (unit):   _____

Name   _____

has attended the unit above.

In order to process his/her application for repatriation a PPS Number is required.
I have completed a REG1 form which is attached.
The person has stated that they have no form of Identity documents.
Please allocate a PPS Number for repatriation purposes based on the information contained in the REG1 form.
The person should have a photograph and signature captured and be registered to SAFE1 only.
No Public Services Card is to issue.

Name (Block capitals)   _____

Signature   _____

Phone Number   _____

Appendix 14: Quality Control checks

PPS Number allocation – Staff and Management checks

The following procedures should be carried out to monitor the allocation of PPS Numbers. These should be carried out by staff who are not designated PPS Number Allocation Officers.

Weekly Quality Control Checks

Each office should produce from ISTS a list of the PPS Numbers allocated for the previous week. (Where offices allocate more than 200 PPS Numbers each week, the list should be produced each day as only the most recent 200 PPS Numbers will be listed.)

The list should be checked against the REG1 and REG1M forms to ensure that:

1. There is a PPS Number allocated for each REG1 and REG1M form, and

2. There is a REG1 or REG1M form for each PPS Number allocated.

From the list(s), 5 percent (or 40 cases, whichever is the lower) should be selected randomly each month for examination.

The examination should consist of;

- Checking the scanned REG1 or REG1M form completed,

- Checking the scans of the ID documents presented and verifying that the details entered match those on the identity documents,

- Checking the reason given on the REG1 as to why a PPS Number was required and going over the scanned supporting documentation (if required), and

- Checking the scanned evidence of address.

Should any doubts arise in relation to the ID documents, CIS Control/Compliance section should be notified immediately.

For queries as to whether the requirement for a PPS Number was demonstrated, CIS Registration section should be contacted.

A record of the quality control checks should be maintained on the PPS Number QC Template:

https://divisions/sites/CIS/Documents/REG%201%20Folder/PPS%20Number%20control%20ch ecks.xls?Web=1

Monthly Management Checks

1 percent of allocated PPS Numbers should be selected each month for detailed examination as above. These checks should include the above quality control checks and the foillowing internal control checks:

- Check that applicant is not a relative or close friend of the allocating officer.

- Check that PPS Number allocation process was conducted during normal business hours.

A record of the above staff and management checks should be maintained on the PPS Number Management Checks Template:

https://divisions/sites/CIS/Documents/REG%201%20Folder/PPS%20Number%20control%20ch ecks.xls?Web=1

FULL

● **Deimhniú Breithe** Cóip dheimhnithe d'iontráil i gClár na Leanaí Uchtaithe arna heisiúint de bhun an Achta Uchtála. 2010 **Éire**		**Birth Certificate** Certified Copy of entry in the Adopted Children Register, issued in pursuance of the Adoption Act 2010 **Ireland**

Ainm/Name	XXXXX	
Sloinne/Surname		
Dáta Breithe/Date of Birth	XXXX	S A M P L E
Gnéas/Sex	XXXXX	
Tír ina Rugadh/Country of Birth	XXXXX	

	Uchtóir 1/Adopter 1	**Uchtóir 2/Adopter 2**
Ainm/Name	XXXXX	XXXXX
Sloinne/Surname	XXXXX	XXXXX
Sloinne Breithe/Birth Surname		
Sloinnte Roimhe Seo/ Former Surnames		
Slí Bheatha/Occupation		XXXXX
Dáta Breithe/Date of Birth		
Stádas Pósta/Marital Status		
Seoladh/Address	XXXXX XXXXX XXXXX XXXXX	XXXXX XXXXX XXXXX XXXXX

Arna Shíniú ag/Signed by	XXXXX, Ard-Chláraitheoir Cúnta
Dáta an Chlárúcháin/Date of Registration	XXXXX
Dáta an Ordaithe Uchtála/Date of Adoption Order	XXXXX

Deimhnítear gur thiomsíodh na sonraí seo ó chlárleabhar coinnithe ag an tArd-Chláraitheoir/Certified to be compiled from a register maintained by an tArd-Chláraitheoir

Eisithe ag/Issued by XXXXX , General Register Office	Dáta/Date XXXXX

Is cion tromchúiseach é an deimhniú seo a athrú nó é a úsáid agus é athraithe/ To alter this certificate or to use it as altered is a serious offence

ABRIDGED

Deimhniú Breithe

Éire

Birth Certificate

Ireland

Ainm/Name	XXXXXX

Dáta Breithe/Date Of Birth	01 January 1984
Gnéas/Sex	XXXXX

SAMPLE

	Máthair / Mother	Athair / Father
Ainm/Name	XXXXXX	XXXXXX
Sloinne/Surname	XXXXXX	XXXXXX
Sloinne Breithe/Birth Surname		
Sloinnte Roimhe Seo/Former Surnames		
Slí Bheatha/Occupation		XXXXXX
Seoladh/Address	XXXXXX	XXXXXX
	XXXXXX	XXXXXX
	XXXXXX	XXXXXX

Dáta an Chlárúcháin/Date Of Registration	19 May 1984

Deimhnítear gur thiomsíodh na sonraí seo ó chlárleabhar coinnithe ag an tArd-Chláraitheoir/Certified to be compiled from a register maintained by an tArd-Chláraitheoir

Eisithe ag/Issued by   General Register Office, General Register Office   Dáta/Date   22 January 2018

Is cion tromchúiseach é an deimhniú seo a athrú nó é a úsáid agus é athraithe/To alter this certificate or to use it as altered is a serious offence

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Deimhniú Uchtála Coigríche
Arna h-eisiúint de bhun Acht Uchtála 2010

Intercountry Adoption Certificate
Issued in pursuance of the Adoption Act 2010

Ainm / Name	xxxx
Sloinne / Surname	xxxx
Dáta Breithe / Date of Birth	xxxx
Gnéas / Sex¹ · ◾	xxxx
Tír Breithe / Country of Birth	xxxx
Dáta an orduithe uchtála agus tír ina ndearnadh / Date of adoption order and country where effected	xxxx
	xxxx
Dáta a meastar go ndearnadh an tordú uchtála / Date adoption order deemed to have been made	xxxx

	First Parent	Second Parent
Ainm / Name	xxxx	xxxx
Sloinne / Surname	xxxx	xxxx
Sloinne breithe / Birth Surname	----	xxxx
Sloinnte roimhe seo / Former surnames	----	—
Slí bheatha / Occupation	xxxx	xxxx
Seoladh / Address	xxxx	xxxx
	xxxx	xxxx
	xxxx	
Uimhir an taifid / No. of entry	2018/000	
Dáta an taifid / Date of entry	xxxx	
Síniú Oifeagach an Údaraithe Údaras Uchtála na hÉireann / Signature of Authorised Officer of the Adoption Authority	Fiona Monaghan	

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Deimhniú Uchtála Coigríche
Arna h-eisiúint de bhun Acht Uchtála 2010

Intercountry Adoption Certificate
Issued in pursuance of the Adoption Act 2010

Ainm / Name	xxxx
Sloinne / Surname	xxxx
Dáta Breithe / Date of Birth	xxxx
Gnéas / Sex	xxxx
Tír Bhreithe / Country of Birth	xxxx
Dáta an orduithe uchtála agus an tír ina ndearnadh / Date of adoption order and country where effected	xxxx xxxx
Dáta a meastar go ndearnadh an t-ordú uchtála / Date adoption order deemed to have been made	xxxx

	First Parent	Second Parent
Ainm / Name	xxxx	xxxx
Sloinne / Surname	xxxx	xxxx
Sloinne breithe / Birth Surname	----	---
Sloinnte roimhe seo / Former surnames	----	---
Slí bheatha / Occupation	xxxx	xxxx
Seoladh / Address	xxxx xxxx xxxx	xxxx xxxx xxxx
Uimhir an taifid / No. of entry	2018-9001	
Dáta an taifid / Date of entry	xxxx	
Síniú Oifeagach Údaraithe Údaras Uchtála na hÉireann / Signature of Authorised Officer of Adoption Authority	Fiona Monaghan	

Deimhnítear gur thiomsíodh na sonraí seo ó clárleabhar coinnithe faoin Acht Uchtála 2010
Certified to be compiled from a register maintained under the Adoption Act 2010

Eisithe ag / Issued by : **Adrian Martin**   Dáta / Date : xxxx

Is cion trom é an deimhniú seo a athrú nó é a úsáid tar éis a aithraithe / To alter this certificate or to use it as altered is a serious offence

Sample Asylum Seeker permission to access the labour market letter.

**An Roinn Dlí agus Cirt
agus Comhionannais
Department of Justice
and Equality**

Labour Market Access Unit, INIS, PO Box 1201, Freepost FDN3344, Dublin 1

PERMISSION TO ACCESS THE LABOUR MARKET

This is to certify that the Minister for Justice and Equality has granted permission to access the labour market in accordance with the European Communities (Reception Conditions) Regulations 2018 to the person named below.

Permission valid from 05/07/2018 to 05/01/2019

Ainm agus Sloinne
Name in full

██████████

An dáta a rugadh   19 Eanáir 1995
Date of birth

Person ID No.:
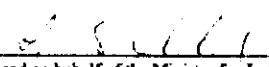
For and on behalf of the Minister for Justice and Equality.

Conditions and obligations as set out in The European Communities (Reception Conditions) Regulations 2018 (This is not an exhaustive list).

- The holder of this permission shall not seek, nor be employed in any of the occupations listed in Schedule 3 of the European Communities (Reception Conditions) Regulations 2018. For full updated list of this schedule, please visit our website www.inis.gov.ie
- The holder of this permission must inform the Minister for Justice and Equality of any engagement in self-employment. Declaration form enclosed and available on our website.
- The holder of this permission, whether in employment or self-employment, must inform the Revenue Commissioners and be compliant with any relevant tax legislation.
- If the holder of this permission is under the age of 18, The Protection of Young Persons (Employment) Act 1996 also applies.
- The employer of a holder of this permission must inform the Minister for Justice and Equality within 21 days of commencement of employment and within 21 days of cessation of employment. Declaration forms enclosed and available on our website.
- The employer of a holder of this permission shall not employ an applicant in any of the employer's businesses unless, on the date of employment of the holder of the permission, 50 per cent or more of the employees in the business are nationals of (i) an EEA Member State, and/or (ii) the Swiss Confederation.
- The employer of a holder of this permission must continue to keep records of employment and furnish The Minister for Justice and Equality with any requested details of employment within 10 days (if requested).

This permission is an original document and belongs to the Minister for Justice and Equality. You must not alter or deface it in any way. This permission may be used only by you. This permission should always be presented together with your Temporary Residence Certificate (TRC) if 18 years or above. This permission is not an identity document.

[see overleaf]

████████████

Harolds Cross
Dublin 6W

Dear ██████████

Further to your application, you are hereby granted permission to access the labour market in accordance with the European Communities (Reception Conditions) Regulations 2018. This permission is printed double-sided on watermarked paper with your photograph and validity period included and must be presented in this format to your employer along with your valid TRC card (if 18 years of age or above) or to any relevant bodies should you engage in employment or self-employment.

You should also note:
1. This permission is valid for the validity period stated unless:
   a. You receive a final decision on your application for international protection.
   b. Your permission is withdrawn under the European Communities (Reception Conditions) Regulations 2018.

2. This permission enables you to access the labour market in the following ways:
   a. Self-Employment - Declaration form enclosed and available on our website www.inis.gov.ie, to be returned by you within 21 days of engaging in self-employment.
   b. Employment - Declaration form enclosed and available on our website www.inis.gov.ie, to be returned by your employer within 21 days of you taking up employment.

3. The Minister for Justice and Equality accepts that, as of the date of this permission, you meet the conditions to qualify for permission to access the labour market, you must ensure you continue to engage fully with the International Protection process. This does not mean that it is accepted that you have fulfilled those conditions for the purposes of your international protection application or for any other purpose. Your fulfilment of those conditions may be re-examined by the Minister.

4. This permission is renewable once you continue to satisfy the eligibility requirements as set out in the European Communities (Reception Conditions) Regulations 2018. An application to renew this permission should be made one month before its expiry date. Details on the renewal process can be found on our website www.inis.gov.ie.

An employer who contravenes The European Communities (Reception Conditions) Regulations 2018 is guilty of an offence and shall be liable on summary conviction to a class A fine or imprisonment for a term not exceeding 12 months or both.
An applicant who contravenes Regulation 11 (1)(a) of The European Communities (Reception Conditions) Regulations 2018 is guilty of an offence and shall be liable to a class D fine or imprisonment for a term not exceeding 1 month or both.

Yours sincerely,

████████████

Antoinette M. Cashell
Labour Market Access Unit,
05 July 2018

TASK (V 1.0)   13/7/2016

Create, Start and Complete Tasks

Create Task

- Click on FT Scheme Case

- RC on 0 Current Tasks
- Click on CREATE NEW TASK
- Click on Drop Down Menu and select GENERIC – press ok

Start Task

- Click on Start Task
- Click on Save and Close

Task should now be "In Progress"

You can now go ahead and complete your SAFE promotion.
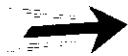
Complete Task

You must Complete your task when finished by;

- Double Click on Current Tasks
- Drill down on Current Tasks
- RC on In Progress Task assigned to you
- Complete Task.

Names
Customer Cases
  DEBT (Over Recovery)
  MAINT (Pending Label)
  DA
  HHB
Schemes
Payment Methods
Previous Claims
Previous Once Off Claims
Alternate I Ds
Recorded Actions
Certificates
Certifier Certificates
Activities
  JA 31/01/2008
  Safe Registration L
  Check Lists
    Requires CFIMS check (R)
    Awaiting CFIMS response (R)
  Documents

Customer:
Description: Free Travel
State: Assigned
Last Updated By ID: 13305
Bring Back Commentary:
Tasks: 1 Current Tasks for
Last Modified Date: 13/07/2016

1 Current Tasks for   Last Updated By ID: 24778
  Current Tasks   Task Owner:
    In Progress[Generic] -[3-   Update
  Suspended Tasks   Assign
  Upcoming Tasks   Contact Object
  Completed Tasks   Cancel Task..
  Recorded Actions   Who Updated This Object Last
                           Suspend Task..
                           Save
                           Unsuspend Task..
                           Complete Task.
                           Clear association
                           Refresh

unemployment and any 2 such weeks not separated by more than 52 weeks shall be treated as one continuous period of unemployment and references in Chapter 2 of Part 3 to a week of unemployment, to being continuously unemployed or to continuous unemployment shall be read accordingly, and

(c) the reference to a day or days of unemployment in sections 141(3C), 141(4), 141(7) and 143 were to any day or days in a week of unemployment as construed in accordance with paragraph (b).

(5) This section shall cease to apply where the youngest child of a person to whom this section applies attains the age of 14 years.".

(3) This section comes into operation on 4 July 2013.

Disqualification from receipt of benefit where identity not authenticated

11. The Principal Act is amended by inserting the following after section 247B (inserted by section 12 of the Social Welfare Act 2011):

"Disqualification from receipt of benefit where identity not authenticated

247C.(1) The Minister may give notice to any person receiving a benefit requesting the person, at the time specified in the notice, to satisfy the Minister as to his or her identity.

(2) A person shall be disqualified from receiving any benefit, including any increase in that benefit, for any week or part of a week, commencing after the time specified in the notice under subsection (1), or any time thereafter as may be determined by the Minister and notified to the person, during which that person fails to satisfy the Minister as to his or her identity.

(3) A notice under subsection (1) may require the person to whom it is given to do one or more than one of the following, as the Minister considers appropriate, at the time specified in the notice, or at any time thereafter as may be determined by the Minister and notified to the person:

(a) attend at an office of the Minister or such other place as the Minister may designate as appropriate;

(b) provide to the Minister, at that office or other designated place, such information and to produce any document to the Minister as the Minister may reasonably require for the purposes of authenticating the identity of that person;

(c) allow a photograph or other record of an image of that person to be taken, at that office or other designated place, in electronic form, for the purposes of the authentication, by the Minister, at any time, of the identity of that person;

(d) provide, at that office or other designated place, a sample of his or

her signature in electronic form for the purposes of the authentication, by the Minister, at any time, of the identity of that person.

(4) The Minister shall retain in electronic form—

(a) any photograph or other record of an image of a person taken under subsection (3)(c), and

(b) any signature provided under subsection (3)(d),

in such manner that allows such photograph, other record or signature to be reproduced by electronic means.

(5) This section shall not be construed as preventing the Minister from using a method of authentication of the identity of a person in receipt of benefit, other than a method referred to in this section, which the Minister considers appropriate to use.".

Jobseeker's benefit — refusal or failure to engage with activation measures

12. (1) Section 62(5) of the Principal Act is amended in paragraph (a) (amended by section 5 of the Social Welfare and Pensions Act 2009)—

(a) in subparagraph (ii) by substituting "available for employment, and" for "available for employment,",

(b) in subparagraph (iii) by substituting "family circumstances," for "family circumstances, and", and

(c) by deleting subparagraph (iv).

(2) The Principal Act is amended by substituting the following sections for section 62A (inserted by section 7 of the Social Welfare Act 2010):

"Refusal or failure to attend activation meetings relating to jobseeker's benefit

62A. (1) Notice may be given by or on behalf of the Minister to any person receiving jobseeker's benefit requesting the person, at the time specified in the notice, to comply with the requirement specified in paragraph (a) or (b) of subsection (3).

(2) Where a person refuses or fails, without good cause, to comply with the requirement specified in the notice under subsection (1) at the time specified in that notice, or at any time thereafter as may be determined by or on behalf of the Minister and notified to the person, the weekly rate of jobseeker's benefit payable to that person in respect of any such period of refusal or failure shall, subject to this section, be as set out in section 65(2) or, as the case may be, paragraph (a), (b) or (c) of section 65A(2).

(3) A notice under this section may require the person to whom it is given to do one of the following, at the time specified in the notice, or at any

15.—(1) Section 241 of the Principal Act is amended—

(*a*) in subsection (1) by substituting the following for "that he or she makes a claim for that benefit in the prescribed manner":

25 "that he or she—

(*a*) makes a claim for that benefit in the prescribed manner, and

(*b*) satisfies the Minister as to his or her identity.",
and

30 (*b*) by inserting the following subsections after subsection (1B) (amended by section 12 of the Social Welfare and Pensions Act 2011):

"(1C) For the purposes of satisfying himself or herself as to the identity of a person who makes a claim for 35 benefit, the Minister may, without prejudice to any other method of authenticating the identity of that person, request that person—

(*a*) to attend at an office of the Minister or such other place as the Minister may designate as 40 appropriate,

(*b*) to provide to the Minister, at that office or other designated place, such information and to produce any document to the Minister as the

19

Provision of
information for the
purpose of
establishing
identity.

Minister may reasonably require for the purposes of authenticating the identity of that person,

(*c*) to allow a photograph or other record of an image of that person to be taken, at that office 5 or other designated place, in electronic form, for the purposes of the authentication, by the Minister, at any time, of the identity of that person, and

(*d*) to provide, at that office or other designated 10 place, a sample of his or her signature in electronic form for the purposes of the authentication, by the Minister, at any time, of the identity of that person.

(1D) The Minister shall retain in electronic form— 15

(*a*) any photograph or other record of an image of a person taken pursuant to subsection (1C)(*c*), and

(*b*) any signature provided pursuant to subsection (1C)(*d*), 20

in such manner that allows such photograph, other record or signature to be reproduced by electronic means.".

TÁBHACHTACH:

Nuair a fhaigheann tú do litir, bí cinnte go mbíonn tú in am don agallamh agus go dtugann tú leat gach doiciméad a iarrtar.

Mura gcláraíonn tú le SAFE, d'fhéadfaí do phas saorthaistil nó d'íocaíocht leasa shóisialaigh (lena n-áirítear sochar linbh) a chur ar fionraí

Cárta Seirbhísí Poiblí

Public Services Card

TÁBHACHTACH:

Tá custaiméirí na Roinne ag fáil coinní go dtí an oifig seo i láthair na huaire chun Cárta Seirbhísí Poiblí nua a chlárú.

De réir dlí, caithfidh custaiméirí na Roinne clárú le SAFE chun go mbeidh an Roinn sásta gurb iad iad féin atá ann.

When you get your invite letter, please make sure you attend on time and bring all required documents with you.

Non-completion of SAFE registration may result in suspension of Free Travel entitlements or social welfare payments (including Child Benefit).

Cárta Seirbhísí Poiblí

Públic Services Card

Cárta Seirbhísí Poiblí
Public Services Card
Éire/Ireland

Williams-Fitzpatrick

Seosaimhín Ellionor

T0001324

01-01-2015

An Roinn Coimirce Sóisialaí
Department of Social Protection
www.welfare.ie

DSP customers are now being invited to SAFE registration appointments at this office for the new Public Services Card.

SAFE registration to authenticate your identity is now a legal requirement for DSP customers.

REMINDER NOTE RE STOR APP FOR SAFE OFFICERS & SUPERVISORS

Section 247C of the Social Welfare Consolidation Act 2005 (inserted by Section 11 of the Social Welfare and Pensions (Miscellaneous provisions) Act 2013) introduced a provision which allows for disqualification where a person fails to satisfy the Minister as to his or her identity.

The effect of this provision is that existing claimants for all schemes can be disqualified where they fail to authenticate their identity.

Since the end of 2013, an online reporting facility is available to notify Client Identity Services (CIS) centrally of SAFE outcomes. CIS officers examine the reports received from SAFE officers and arrange for the relevant scheme areas to be notified. It is then the responsibility of each scheme area to put in place the appropriate follow-up action that needs to be taken in response to these notifications (RSU circular 75/13 refers).

The report is a simple on-line form; an example of the form and output is shown below. The SAFE Officer/Supervisor populates the form with their SAFE registration location, the customer's name and PPSN, the latest appointment date, and the appropriate SAFE Registration outcome selected from a dropdown menu. There is also a facility to include limited free-text comments. Screenshots below:

Please note: Only CIS staff should edit or close an entry on the STOR App.

At present there are **83** SAFE Locations in operation around the country and only **60** of these have entries on the STOR app . Out of the **60** locations who have used the app, **26** of these have less than **10** reports recorded and **19** locations have over **100** reports recorded.

While some locations may have their own control policies in place it should be noted that such procedures do not replace the STOR App. ALL SAFE locations should be using this application to record any outcome other than promotion of the customer to SAFE level 2. Recording this information will ensure the capture and reflection of work being done in SAFE Registration locations. It also strengthens the recording of control activity and savings resulting from the SAFE Registration process as notifications are issued to **all scheme areas** where a person does not proceed to level 2 for a valid reason. If a case is not put on the Stor app, a control opportunity could be lost on other scheme(s) where that customer is in payment. If a location within your division has not used the STOR App to date, full instructions and the link to the App can be found on the PSC/SAFE Rollout page under Client Identity Services on the A-Z of sites or by following the link below.

http://stor/SWS/S/Car/S/CIS/Public%20Services%20Card%20Library/Failure%20to%20Progress%20to%20SAFE%202%20Report.pdf

A REMINDER AS TO WHAT SHOULD BE RECORDED ON THE STOR APP

Please ensure that the following instances are recorded on the Stor App

- The customer has been invited to attend for SAFE Registration. They fail to attend and do not make contact. **A second appointment issues, again the customer fails to attend and does not make contact.**

- The customer has been invited to attend for SAFE Registration. They repeatedly cancel or defer their appointment and ultimately **do not attend for SAFE Registration.**

- The customer attends for SAFE Registration. The customer does not have all required documentation, is registered to SAFE level 1, and is requested to bring in all outstanding documentation. **The customer fails to return with or supply the necessary documentation within a specified timeframe.**

- The customer attends for SAFE Registration. Having interviewed the customer, the SAFE **Supervisor is not satisfied that the person has authenticated their identity to a 'reasonably assured' level and therefore cannot SAFE promote that person to SAFE level 2. The** customer remains at SAFE level 1.

WHAT SHOULD NOT BE RECORDED ON THE STOR APP

- Where the customer has only failed to attend <u>one</u> appointment; they must have failed to attend two or more appointments.

- Where the customer has been asked to return with further documentation within a certain time frame, a report should only be entered if the customer fails to return.

WHEN A CASE HAS BEEN ENTERED ON THE STOR APP AND THE CUSTOMER SUBSEQUENTLY CONTACTS THE SAFE OFFICE

If a customer subsequently makes contact after a report has been entered on the STOR App it is very important that this information is entered as a case note on the customer's record on Bomi. Unfortunately, a number of instances have arisen where a communication issued from a scheme area to a customer despite the fact that the customer had contacted the Department explaining why they could not attend an appointment. This understandably caused unnecessary upset for the customer. In such instances, the SAFE officer should add a case note (under maintenance case) on the customer record as depicted on the screenshots below. An example of this is where a customer phones and states they are housebound, ill, in full time employment or full time caring for relative or children etc.

To enter the case note, right click on the maintenance case and select 'enter case note'. Select the appropriate remark type (e.g. telephone communication) and enter sufficient information on the customer's record.
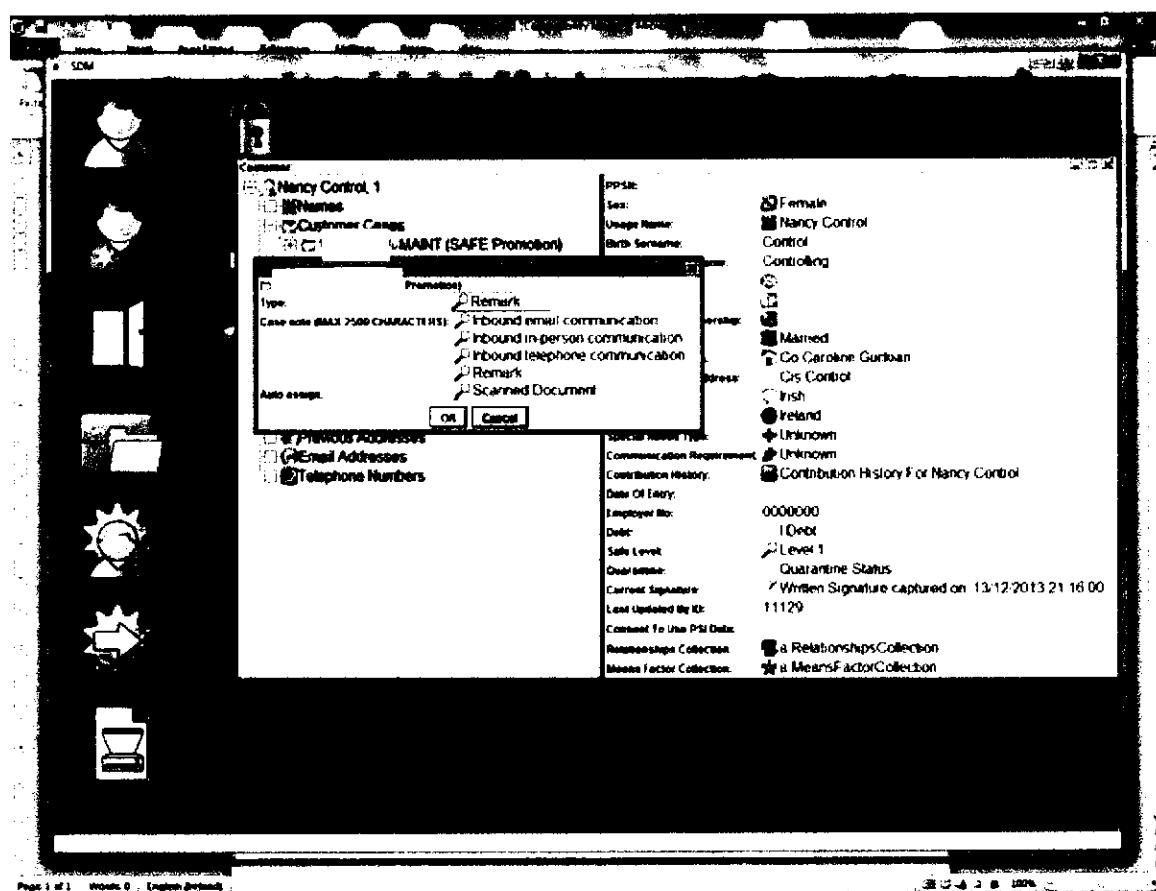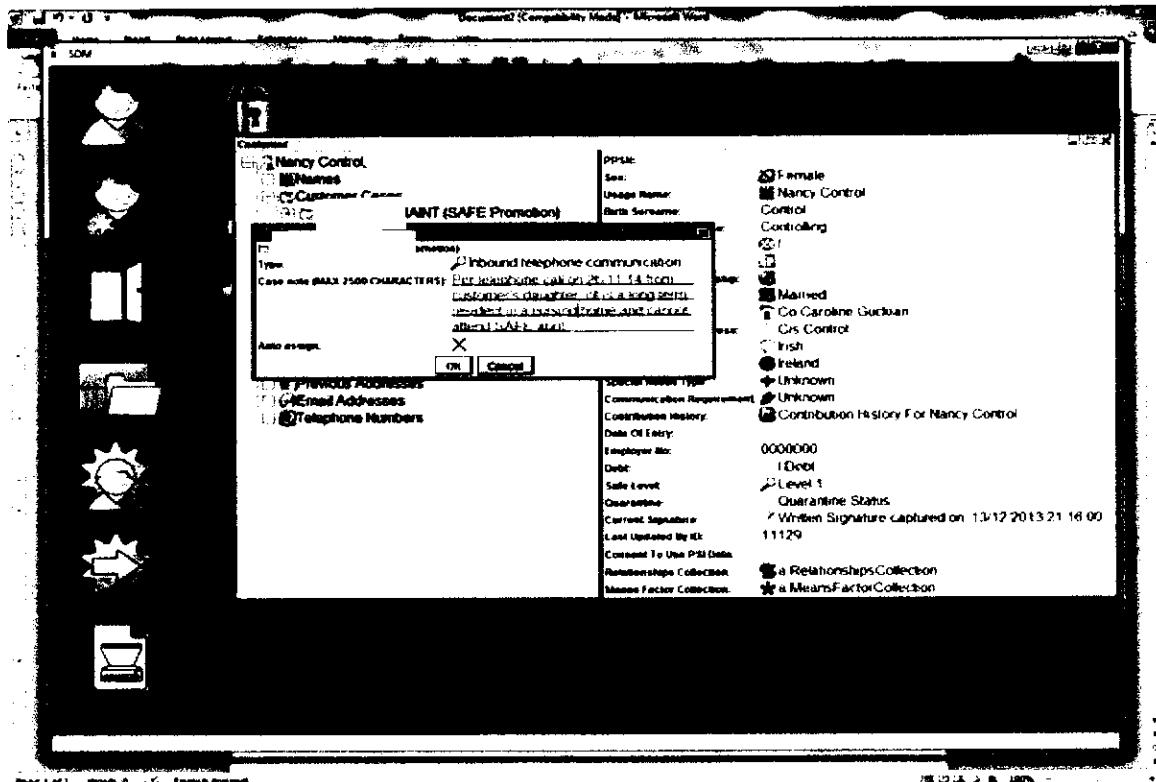
Revoke and re-issue a PSC on SDM/BOMi

A Public Services Card (PSC) can be revoked and re-issued on SDM/BOMi by any officer who holds the 'LO Card Management' role.

Check to ensure that correct place of birth is recorded.

THE EXPIRY DATE OF THE REPLACEMENT PSC MUST BE UPDATED TO BE THE SAME AS THAT OF THE REVOKED PSC.

On customer screen RC on Grey Bar, LC on Cards & LC on Find All Cards

Note: Only a PSC with a status of 'distributed' or 'issued' can be revoked (cancelled).

RC on selected PSC

It is important to note the expiry date at this stage as you will need this when requesting a replacement PSC

LC Cancel Card

It is important that you select the correct PSC Cancellation Reason from dropdown list.

SDM

Customer

- Mary Maggie Control,
  - Names
  - Customer Cases
  - Schemes
  - Payment Methods
  - Previous Claims
  - Previous Once Off Claims
  - Alternate I Ds
  - Recorded Actions
  - Activities
  - Certificates
  - Certifier Certificates
  - Previous Addresses
  - Email Addresses
  - Telephone Numbers

Results Collection

- PSC + FT Partner expires on 25/04/2021 D
- PSC + FT Partner expires on 15/12/2014 R
- PSC + FT Partner expires on 15/12/2014 R
- PSC + FT Partner expires on 15/12/2014 R
- PSC + FT Partner expires on 15/12/2014 R
- PSC + FT Partner expires on 15/12/2014 Revoked
- PSC + FT Partner expires on 15/12/2014 Request Cancel
- PSC + FT Partner expires on 21/01/2021 Request Cancel
- PSC + FT Partner expires on 15/12/2014 Revoked
- PSC + FT Partner expires on 13/12/2020 Request Cancel
- PSC + FT Partner expires on 15/12/2014 Revoked
- PSC + FT Partner expires on 15/12/2014 Revoked
- PSC + FT Partner expires on 15/12/2014 Revoked
- PSC Only expires on 05/09/2020 Revoked
- PSC Only expires on 30/04/2019 Request Cancelled
- SSC Issued on 25/04/2014 Current Card - Valid from Issu
- SSC Issued on 29/06/2012 Cancelled Card - Invalid from (

Safe Level:	Level 2
Quarantine:	Under Review
Current Photo:	Webcam Photo captured on. 25/0
Current Signature:	Written Signature captured on 25
Last Updated By ID:	12338
Consent To Use PSI Data:	
Relationships Collection:	a RelationshipsCollection
Means Factor Collection:	a MeansFactorCollection

PSC + FT Partner expires on 25/04/2021 Distributed

PSCCancellationReason: **PSC Cancellation Reason**

- Change of PPSN
- Compromise of master key set
- Control investigations
- Customer did not receive Card
- Death
- Destroyed/damaged
- Faulty Magstripe
- Free Travel expired
- Incorrect PSI data
- Lost
- Misuse
- Name change
- No longer on qualifying payment
- No longer resident in state
- Non Compliant Photo/Signature
- Removal of companion entitlement
- Removal of spouse/partner entitlement
- Reset Security Questions
- Returned no apparent reason
- Returned not known at this address
- Stolen
- To add companion to free travel
- To add free travel
- To add spouse/partner to free travel

Customer

- Mary Maggie Control,
  - Names
  - Customer Cases
  - Schemes
  - Payment Methods
  - Previous Claims
  - Previous Once Off Claims
  - Alternate I Ds
  - Recorded Actions
  - Activities
  - Certificates
  - Certifier Certificates
  - Previous Addresses
  - Email Addresses
  - Telephone Numbers

Results Collection

- PSC + FT Partner expires on 25/04/2021 D
- PSC + FT Partner expires on 15/12/2014 R
- PSC + FT Partner expires on 15/12/2014 R
- PSC + FT Partner expires on 15/12/2014 R
- PSC + FT Partner expires on 15/12/2014 R
- PSC + FT Partner expires on 15/12/2014 Revoked
- PSC + FT Partner expires on 15/12/2014 Request Cancelled
- PSC + FT Partner expires on 21/01/2021 Request Cancelled
- PSC + FT Partner expires on 15/12/2014 Revoked
- PSC + FT Partner expires on 13/12/2020 Request Cancelled
- PSC + FT Partner expires on 15/12/2014 Revoked
- PSC + FT Partner expires on 15/12/2014 Revoked
- PSC + FT Partner expires on 15/12/2014 Revoked
- PSC Only expires on 05/09/2020 Revoked
- PSC Only expires on 30/04/2019 Request Cancelled
- SSC Issued on 25/04/2014 Current Card - Valid from Issue Date
- SSC Issued on 29/06/2012 Cancelled Card - Invalid from Cessation Date

Cancel Card

PSC + FT Partner expires on 25/04/2021 Distributed

PSCCancellationReason: Incorrect PSI data

OK   Cancel

Safe Level:	Level 2
Quarantine:	Under Review
Current Photo:	Webcam Photo captured on: 25/04/2014 18:21:46
Current Signature:	Written Signature captured on: 25/04/2014 18:21:51
Last Updated By ID:	12338
Consent To Use PSI Data:	
Relationships Collection:	a RelationshipsCollection
Means Factor Collection:	a MeansFactorCollection

LC OK

NB: When requesting a replacement PSC the expiry date _must_ be manually updated (as the replacement PSC should have the same expity date as the original PSC).

RC on Grey Bar, LC on Cards and LC on New Card

RC on Grey Bar on the Unsaved PSCCard box

LC on Update

LC on Update Expiry Date

Important: Enter expiry date as per expiry date on previous PSC.

LC OK and LC Save & Close
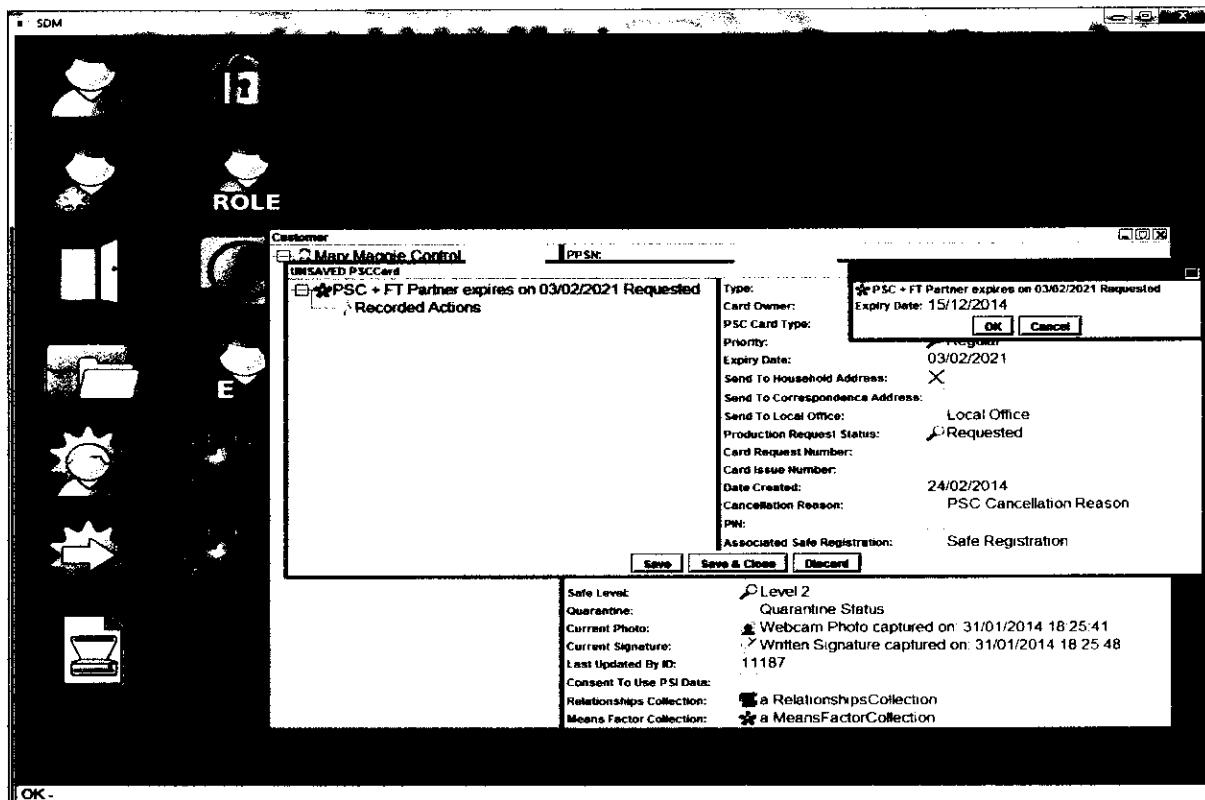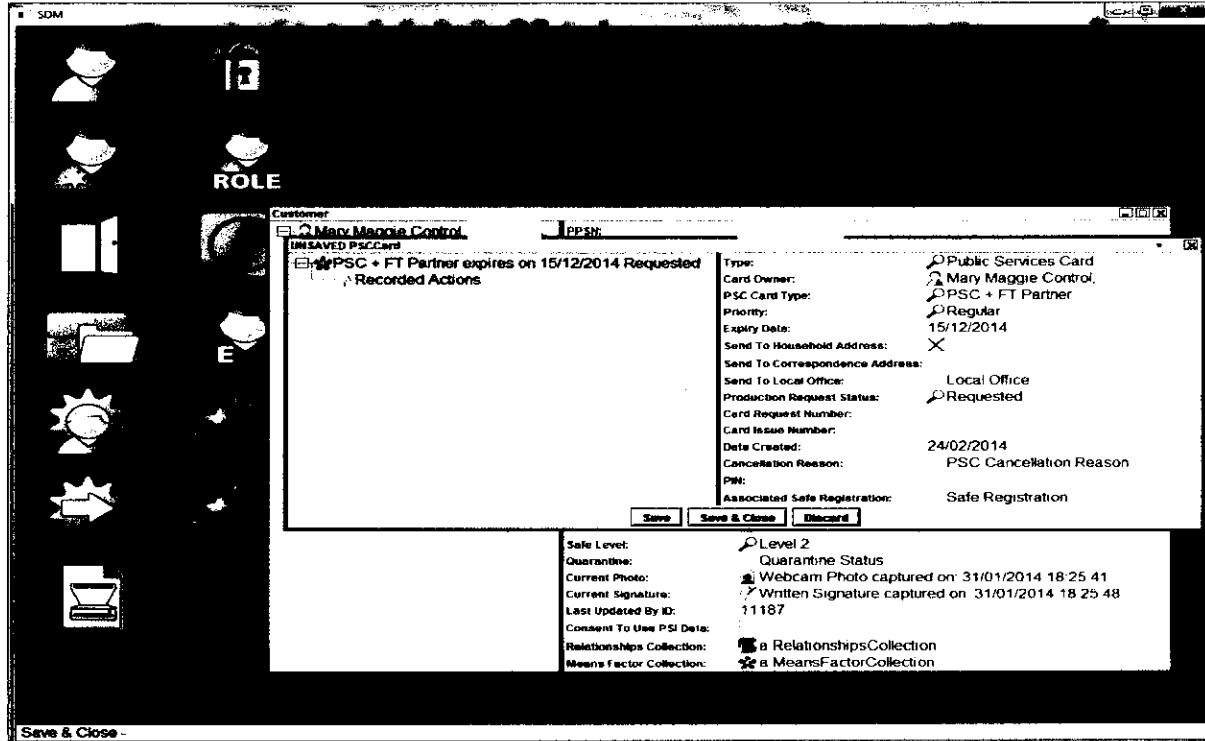
The new PSC will issue with the original expiry date.

Creating Customer Awaiting PPSN &

Promotion to SAFE Level 2

Once a Basis Search has been carried out and you are satisfied that the Customer does not have a PPS No.

RC on Customer

LC on "Create Customer Awaiting PPSN"

The CustomerAwaitingPPSN (CAP) object will appear.

Click this check box to request a PPSN

Fill in each of the relevant free text boxes and dropdowns, Name, DOB, etc.

Make sure to use the correct details and spellings **taken from the documents presented** not the REG1 form. The Request PPSN box **MUST** be ticked.

To add in an address and phone number RC the grey bar at the top and LC on New address or New Telephone Number
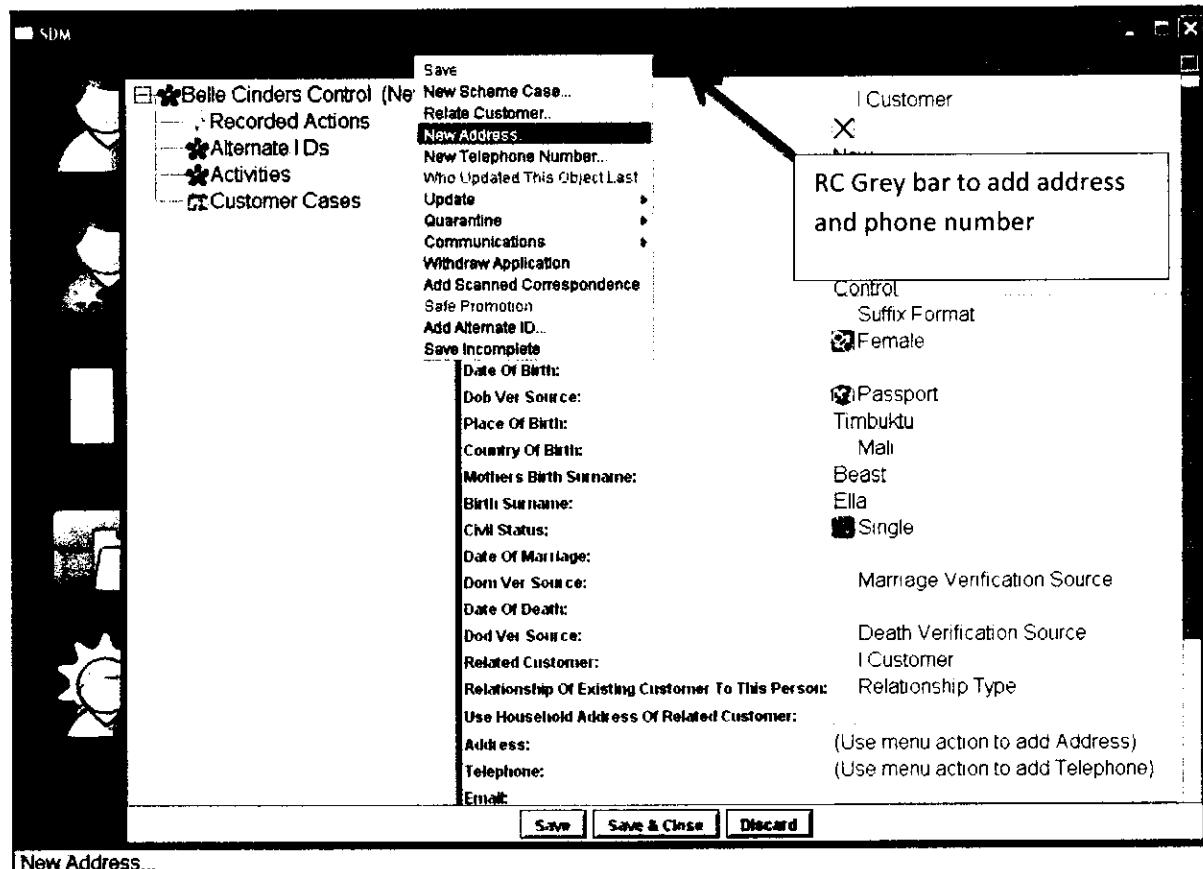
New Address...

When you have completed the address/telephone number LC OK and it will update the CustomerAwaitingPPSN object
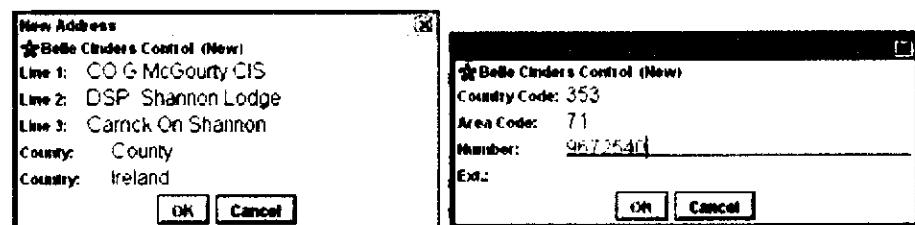
When all the data fields have been fully completed and checked, LC save on the bottom and request PPS No will be completed.

On the top of the CustomerAwaitingPPSN object you will see it now has an ID number. This number should be written on the REG1 and used if you need to retrieve that Customer before a PPS No has been allocated.

New Id Number

Id:
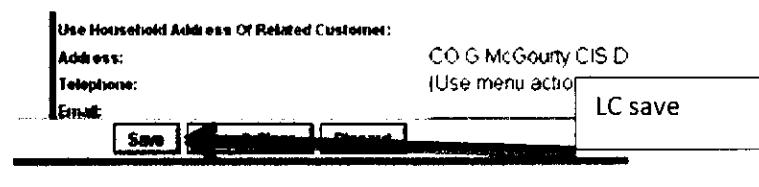
Customer:	I Customer
Request Ppsn:	
State:	Pending
Date Requested:	03/05/2012

If the Customer has an EU or UK Insurance No. to be recorded, it can be added as an Alternate ID at this point. To do this:

RC the grey bar up top and select Add Alternate ID

Complete the details and LC OK.

To SAFE promote the customer, RC the grey bar and LC Safe Promotion

SDM

| New Scheme Case... |
| Relate Customer... |
| New Address... |
| New Telephone Number... |
| Who Updated This Object Last |
| Update ▶ |
| Quarantine |
| Communications ▶ |
| Withdraw Application |
| Request PPSN |
| Add Scanned Correspondence |
| Safe Promotion |
| Add Alternate ID... |
| Save Incomplete |

Recorded Actions
Alternate I Ds
Activities
Customer Cases

Id·	
Customer:	I Customer
Request Ppsn:	
State:	Temporary
Date Requested:	27/07/2012
Date Of Receipt:	27/07/2012
Client Title:	Fr
Client First Name:	John
Client Surname:	Smith
Client Suffix:	Suffix Format
Sex:	Male
Date Of Birth:	25/01/1982
Dob Ver Source:	Passport
Place Of Birth:	Dublin
Country Of Birth:	Ireland
Mothers Birth Surname:	Dos Santos Marchant
Birth Surname:	Dos Santos Marchant Smith
Civil Status:	Single
Date Of Marriage:	
Dom Ver Source:	Marriage Verification Source
Date Of Death:	
Dod Ver Source:	Death Verification Source
Related Customer:	I Customer
Relationship Of Existing Customer To This Person:	Relationship Type
Use Household Address Of Related Customer:	
Address:	
Telephone:	(Use menu action to add Telephe
Email:	

Safe Promotion

4

To take the photo RC the grey bar on top and LC Photo then LC Capture Photo

UNSAVED SafePromotionProcess	Photo ▸	Capture Photo	• ☒
⊟ 🌟 Mickey Mouse Control,	Signature ▸	🔍 Mickey Mouse Control,	
🌟 Check Lists	Voice ▸	Customer	
🌟 Documents	Verify PSI Data Set ▸	🔎 Level 1	
	Update Verified PSI Data Set ▸	🔾 Mickey Mouse Control	
	Add Scanned Correspondence	🔾 Male	

Signature ▸
Voice ▸
Verify PSI Data Set ▸
Update Verified PSI Data Set ▸
Add Scanned Correspondence
By Pass Documentation Validation...
Save
Who Updated This Object Last
Add Identity Document...
Death:
Mothers Birth Surname:
Household Address:
Nationality:
Birth Surname:
Supporting Document1:
Supporting Document2:
Supporting Document3:
Security Question1:
Security Answer1:
Security Question2:
Security Answer2:
Photo:
Written Signature:
Voice Biometric:
Created On:
Expires On:
Customer Details Verified:
Supporting Documents Verified:
Customers Photo Verified:
Customers Signature Verified:
Mobile Certification Terms And Conditions Signed:
Password:
Request PSC Card:
By Pass Documentation Validation Reason:
System Checks Complete:
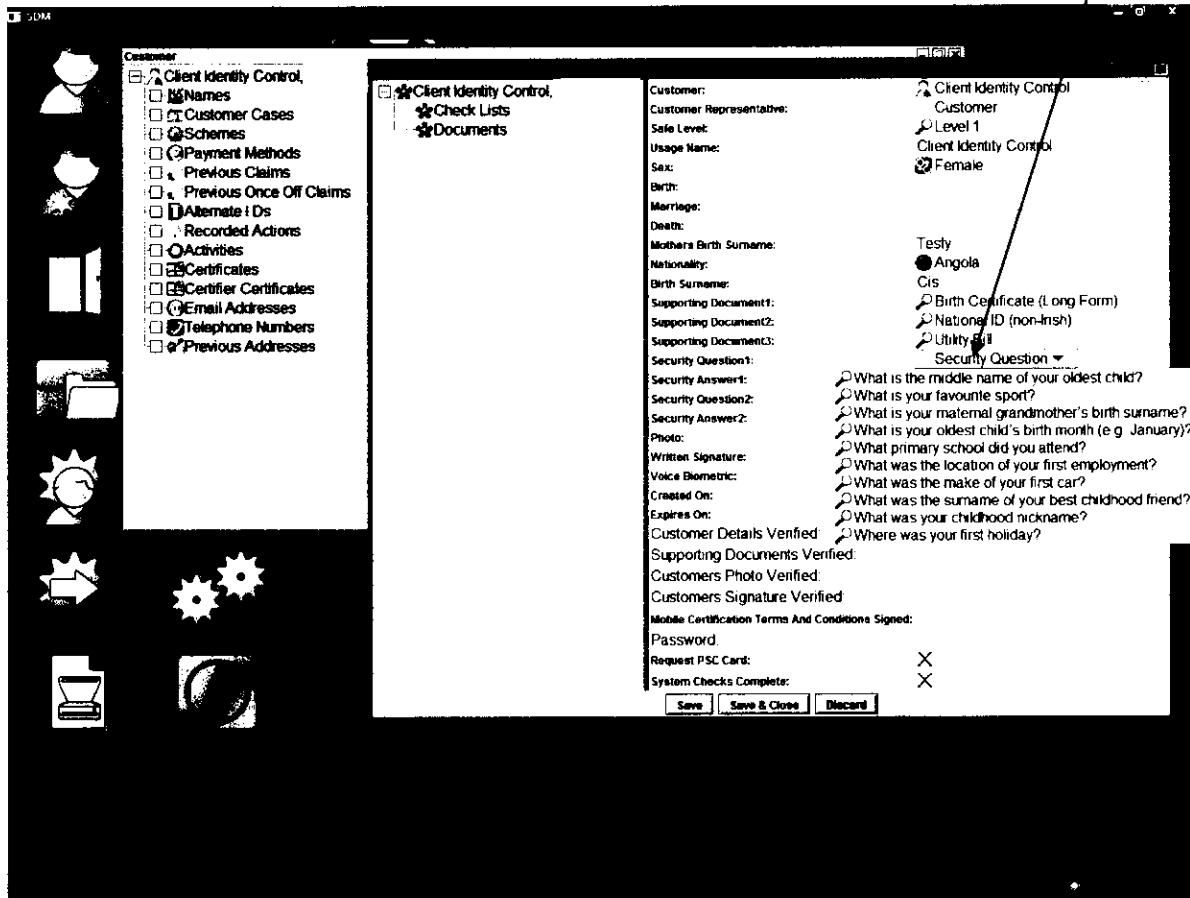
🔍 Mickey Mouse Control,
Customer
🔎 Level 1
🔾 Mickey Mouse Control
🔾 Male
🔾 09/02/1960 Verified

Minnie
🔾 Jmcdonnell Cis Dsp
● Ireland

Supporting Document Type
Supporting Document Type
Supporting Document Type
Security Question

Security Question

I Photo
Written Signature
Voice Biometric
10/05/2012
10/05/2019

✕

By Pass Supporting Documenation Reason
✕

[Save] [Save & Close] [Discard]

The Photo Object will open

SAFE Registration Photo Capture V2.1

Customer Details

Customer: Fred Flintstone

PPSN:

Live Feed

Candidate Image

○ One Face Visible
○ Camera Distance
○ Exposure
○ Grayscale Profile
○ No Hot Spots
○ Frontal Pose
○ Uniform Lighting
○ Sharpness
○ No Glasses
○ Background OK
○ Natural Skintone
○ Eyes Open
○ Eyes Frontal
○ Mouth Closed

⊙ Is Compliant

After clicking Start, this application will attempt to capture a compliant image and display it here.

After you have verified the image as compliant, either Accept the image or click Start again to re-capture.

If issues are detected in automatically capturing a compliant image, a Take button will be made available for manual control.

START ▶

LC on "START" and the live image of the customer will appear in the window on the left hand side as shown below.

Position the customer centrally in the camera view and advise them to face the camera and keep their mouth closed. If the customer is too far from the webcam the officer should reposition him/her closer to the camera. The customer should be able to touch the camera without leaning forward.

Eyes Frontal Measurement – looking directly at the camera lens does not always result in Eyes Frontal compliance and, in many cases, looking slightly below the lens (towards the red illuminated circle/Logitech symbol on the webcam) can give better results.

The software will **AUTOMATICALLY** take a picture of the customer. This will take a few seconds and, in some cases, may take up to 30 seconds. The cropped image will appear in the window on the right hand side as shown below:

If the captured image is acceptable LC "Accept Compliant Image"

Non-Compliant Images

Occasionally the software will not be able to automatically capture a compliant image and in this case the "START" button will be replaced by a "TAKE" button. (after approx 30 seconds has elapsed). This is shown below:

LC the "TAKE" button and this will capture an image as shown below:

This may turn out to be a compliant image but in most cases the image will be non-compliant.

If the non-compliant image is acceptable the SAFE Officer then accepts the image by LC on "Accept NON-Compliant Image" as shown above.

For non-compliant images a supervisor must carry out the "Verify Non-Compliant Image" function.

To capture the Customers Signature RC the grey bar at the Top, LC Signature and LC Capture Signature

The Signature Box will appear.

If the Signature is ok, LC Accept. If it needs to be re-taken LC on the Re-Capture button.

If, at this stage you wish to SAVE the photograph and signature, tick the Customers Photo Verified and Customers Signature Verified boxes and insert your Password.

Record the Supporting Documents provided by the Customer by LC on the drop down menu.

Details of any Identity Documents presented should be added now. In this case the Customer provided a Passport so the Passport No. will be recorded under Add Identity Documents.

RC on the grey bar and LC on Add Identity Document.

The Add Identity Document box will open.

```
┌──────────────────────────────────────────────────┬──┐
│                                                   │▢ │
├──────────────────────────────────────────────────┴──┤
│ ✿ Eenie Control,                                     │
│ Document Number: |_____  │
│ Document Type:      Identity Document Type ▾          │
│ Country of Issue:   Country ▾                         │
│                     ┌──────┐ ┌────────┐              │
│                     │  OK  │ │ Cancel │              │
│                     └──────┘ └────────┘              │
└──────────────────────────────────────────────────────┘
```

Insert Document Number. Select Identity Document Type and Country from drop down lists and LC OK.

Security Questions

Ask the customer to pick 2 security questions from the list provided. In the two security question fields LC the drop down arrow and click on the question they have chosen. Under each question LC on the free text line and type in the answer for each of the 2 questions

Security Question1:	⌕What is your favourite sport?
Security Answer1:	golf
Security Question2:	⌕What was the make of your first car?
Security Answer2:	golf

When you have taken the photo and signature, checked and inserted or updated the customer details, checked the supporting documents, selected them in the drop down lists and scanned them on, you must click on the check boxes shown below in order to allow you to save the SAFE promotion.

Birth Surname:	Cis
Supporting Document1:	🔎Birth Certificate (Long Form) ⎯
Supporting Document2:	🔎National ID (non-Irish) ▽
Supporting Document3:	🔎Utility Bill ▽
Security Question1:	🔎What is your favourite sport? ⎯
Security Answer1:	golf_____
Security Question2:	🔎What was the make of your first car? ▽
Security Answer2:	golf_____
Photo:	I Photo
Written Signature:	Written Signature
Voice Biometric:	Voice Biometric
Created On:	24/01/2012
Expires On:	24/01/2022
Customer Details Verified:	☒ ◄────
Supporting Documents Verified:	☒ ◄────
Customers Photo Verified:	☒ ◄────
Customers Signature Verified:	☒ ◄────
Mobile Certification Terms And Conditions Signed:	☐
Password:	_____

Click in each of the 4 check boxes. If you have clicked it properly it will be filled with an X

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To save the SAFE Promotion, you must put your certificate password in the box below. This will finalise the SAFE promotion once you have completed all the necessary fields.

⊟ ✱Mickey Mouse Control,	Customer:	♙ Mickey Mouse Control,
— ✱Check Lists	Customer Representative:	Customer
— ✱Documents	Safe Level:	⌕ Level 1
	Usage Name:	ⓜ Mickey Mouse Control
	Sex:	ⓜ Male
	Birth:	ⓜ 09/02/1960 Verified
	Marriage:	ⓜ
	Death:	ⓜ
	Mothers Birth Surname:	Minnie
	Household Address:	ⓣ Jmcdonnell Cis Dsp
	Nationality:	● Ireland
	Birth Surname:	
	Supporting Document1:	⌕ Passport
	Supporting Document2:	⌕ GRO
	Supporting Document3:	⌕ Utility Bill
	Security Question1:	⌕ What is your favourite sport?
	Security Answer1:	golf
	Security Question2:	⌕ What was the make of your first car?
	Security Answer2:	polo
	Photo:	I Photo
	Written Signature:	Written Signature
	Voice Biometric:	Voice Biometric

Enter password.
LC Save and Close.

	10/05/2012
	10/05/2019
	X
Supporting Documents Verified:	☒
Customers Photo Verified:	X
Customers Signature Verified:	☒
Mobile Certification Terms And Conditions Signed:	
Password:	
Request PSC Card:	X
By Pass Documentation Validation Reason:	By Pass Supporting Documenation Reason
System Checks Complete:	X

| Save | Save & Close | Discard |

If you realise, after having saved the SAFE Promotion, that you forgot to Add Identity Documents you can do this by going to Activities on the Customer and selecting the current SAFE Promotion.

LC on the White Box to the left of Activities

RC on the (Current) SAFE Registration and LC on Add Identity Document

The Add Identity Document dialogue box will open

Enter the details and LC OK.

safe
standard authentication

SAFE Registration
Process Manual 1-2

Version Date: 21 March 2013

Contents

1. Performing a Basis Search
2. Performing a SAFE Promotion
3. Entering and Updating Customer PSI Data Set
4. Scanning
5. Resolving Check List Item on a SAFE Promotion
6. Card Management

1. Performing a Basis Search

To find Customer's PPS No. do a Basis Search using customer's name or first initials and date of birth
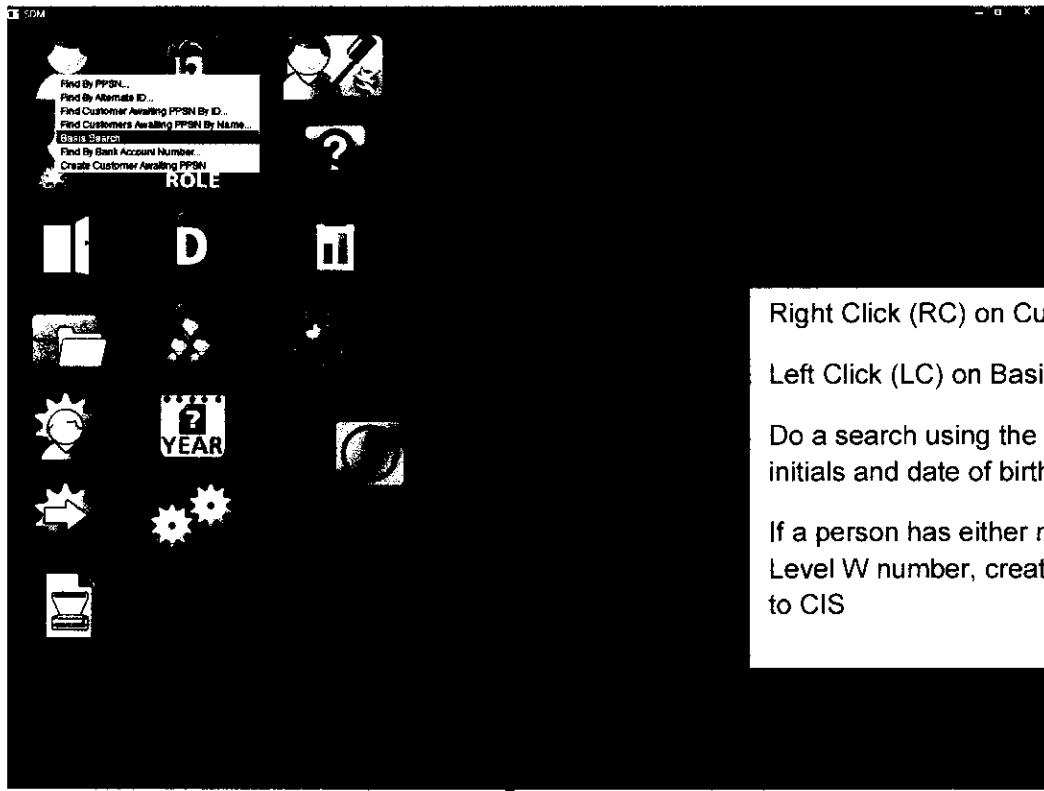
Right Click (RC) on Customer

Left Click (LC) on Basis Search

Do a search using the Customers name or initials and date of birth.

If a person has either multiple PPSN's or a Level W number, create a task and send it to CIS

If only one customer matches the search it will automatically open that customer's record.
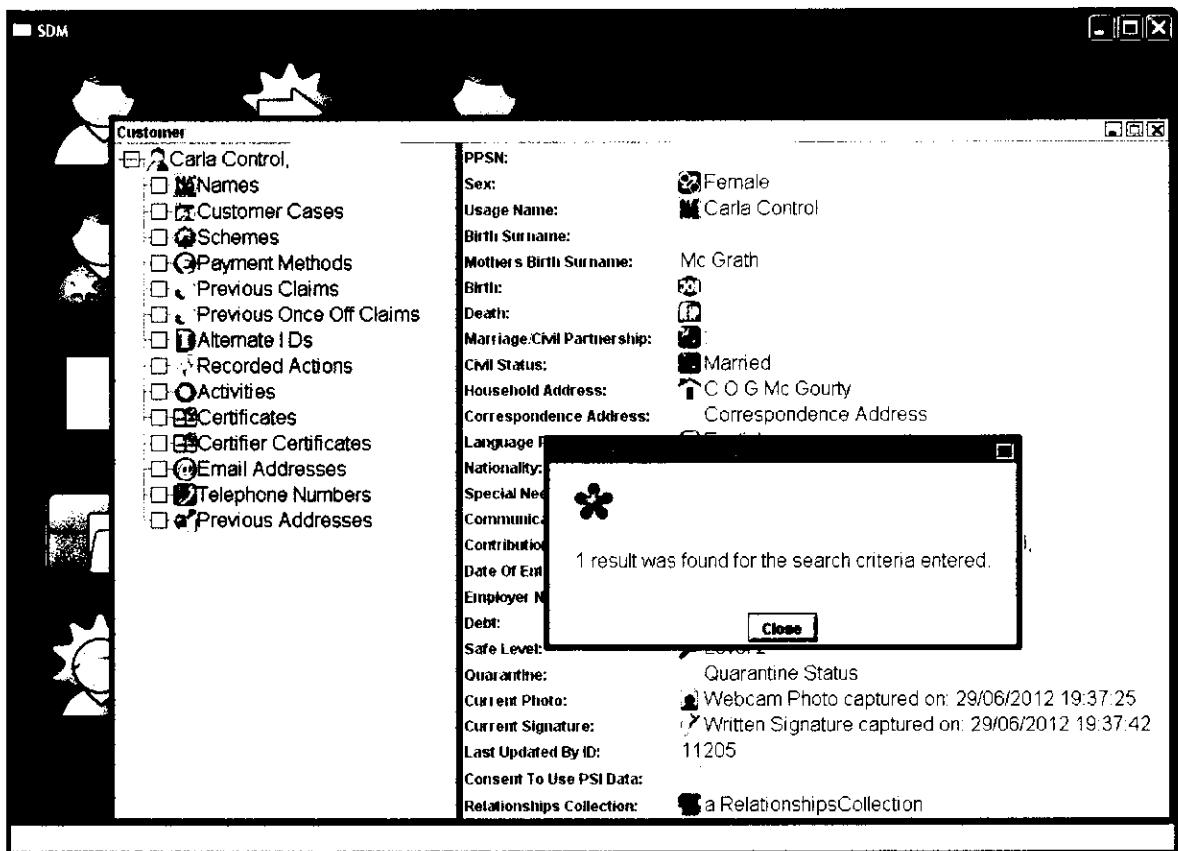
Ask the customer what their PPS No. is and verify it against the one you have found.

If you get a list of returned PPSN's, RC on the one you want to open and LC on Get Customer.

2. Performing a Safe Promotion

With the customer option open, RC the grey bar and LC "Safe promotion", as follows:
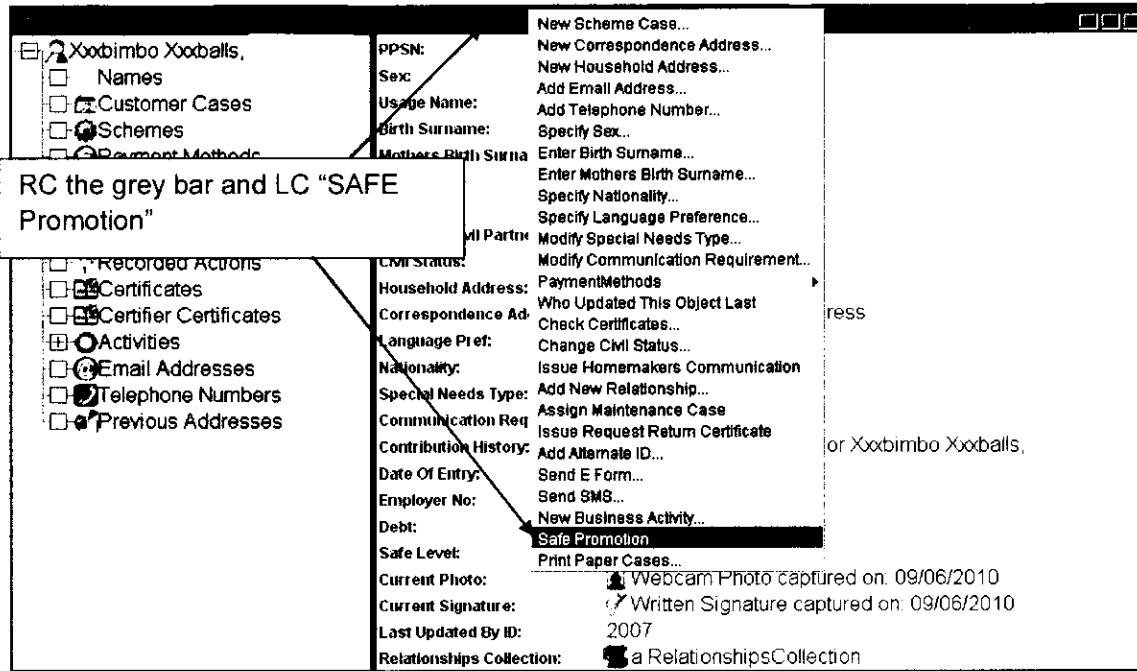
To Promote somebody:

RC the grey Bar on top and LC on Photo and LC Capture Photo

The Photo Object will open

SAFE Registration Photo Capture V2.1

Customer Details

Customer: Fred Flintstone

PPSN:

Live Feed

- One Face Visible
- Camera Distance
- Exposure
- Grayscale Profile
- No Hot Spots
- Frontal Pose
- Uniform Lighting
- Sharpness
- No Glasses
- Background OK
- Natural Skintone
- Eyes Open
- Eyes Frontal
- Mouth Closed

- Is Compliant

START ▶

Candidate Image

After clicking Start. this application will attempt to capture a compliant image and display it here.

After you have verified the image as compliant. either Accept the image or click Start again to re-capture.

If issues are detected in automatically capturing a compliant image. a Take button will be made available for manual control.

LC on "Start" and the live image of the customer will appear in the window on the left hand side as shown below.

SAFE Registration Photo Capture V2.1

Customer Details

Customer: Fred Flintstone

PPSN:

Live Feed

- One Face Visible
- Camera Distance
- Exposure
- Grayscale Profile
- No Hot Spots
- Frontal Pose
- Uniform Lighting
- Sharpness
- No Glasses
- Background OK
- Natural Skintone
- Eyes Open
- Eyes Frontal
- Mouth Closed

- Is Compliant

STOP ■

Candidate Image

After clicking Start, this application will attempt to capture a compliant image and display it here.

After you have verified the image as compliant, either Accept the image or click Start again to re-capture.

If issues are detected in automatically capturing a compliant image, a Take button will be made available for manual control.

Position the customer centrally in the camera view and advise them to face the camera and keep their mouth closed. If the customer is too far from the webcam the officer should reposition him/her closer to the camera. The customer should be able to touch the camera without leaning forward.

Eyes Frontal Measurement – looking directly at the camera lens does not always result in Eyes Frontal compliance and, in many cases, looking slightly below the lens (towards the red illuminated circle/Logitech symbol on the webcam) can give better results.

The software will **AUTOMATICALLY** take a picture of the customer. This will take a few seconds but, in some cases, may take up to 30 seconds. The cropped image will appear in the window on the right hand side as shown below:

If the captured image is acceptable LC "Accept Compliant Image"

Non-Compliant Images

Occasionally the software will not be able to automatically capture a compliant image and in this case the "START" button will be replaced by a "TAKE" button. (after approx 30 seconds has elapsed). This is shown below:

After clicking Start, this application will attempt to capture a compliant image and display it here.

After you have verified the image as compliant, either Accept the image or click Start again to re-capture.

If issues are detected in automatically capturing a compliant image, a Take button will be made available for manual control.
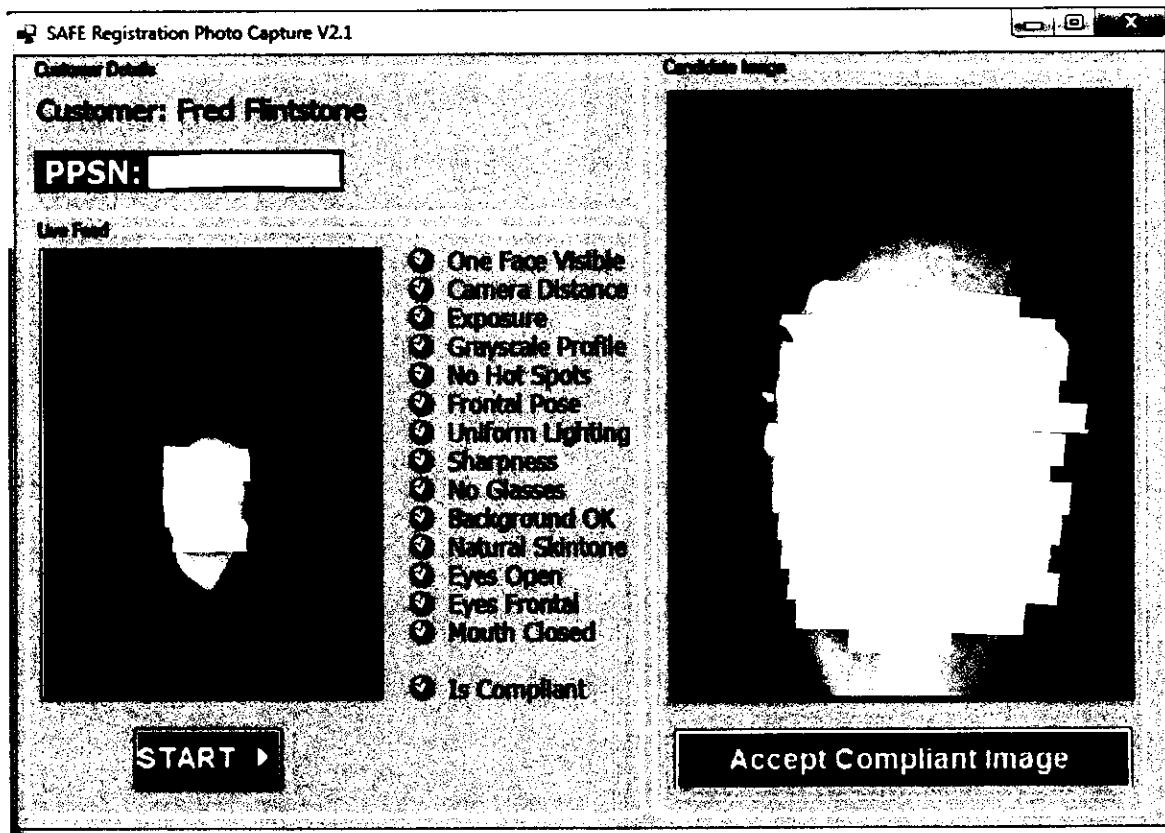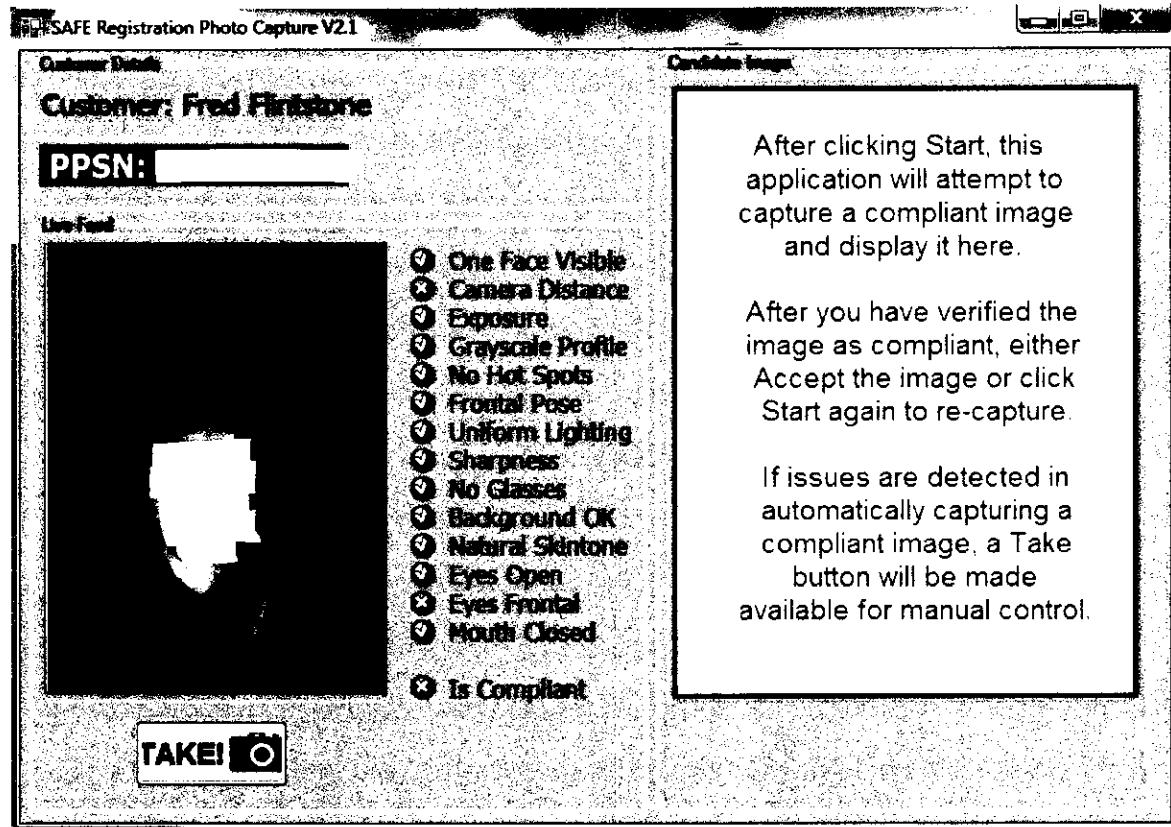
By clicking the "TAKE" button you will capture an image as shown below:
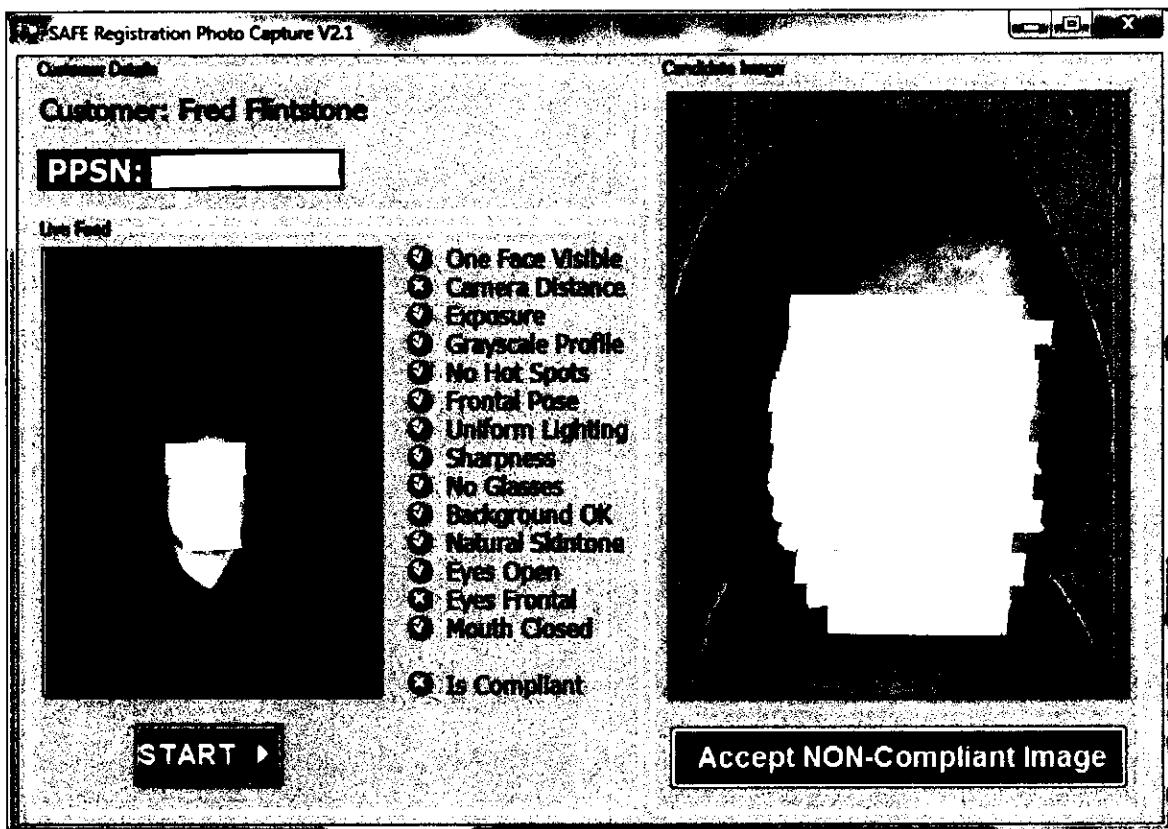
This may be turn out to be a compliant image but in most cases will be a non-compliant Image.

If the non-compliant image is acceptable the SAFE Officer then accepts the image by LC on "Accept NON-Compliant Image" as shown above.

For non-compliant images a supervisor must carry out the "Verify Non-Compliant Image" function.

To capture the signature RC the grey bar, LC Signature, then LC Capture Signature
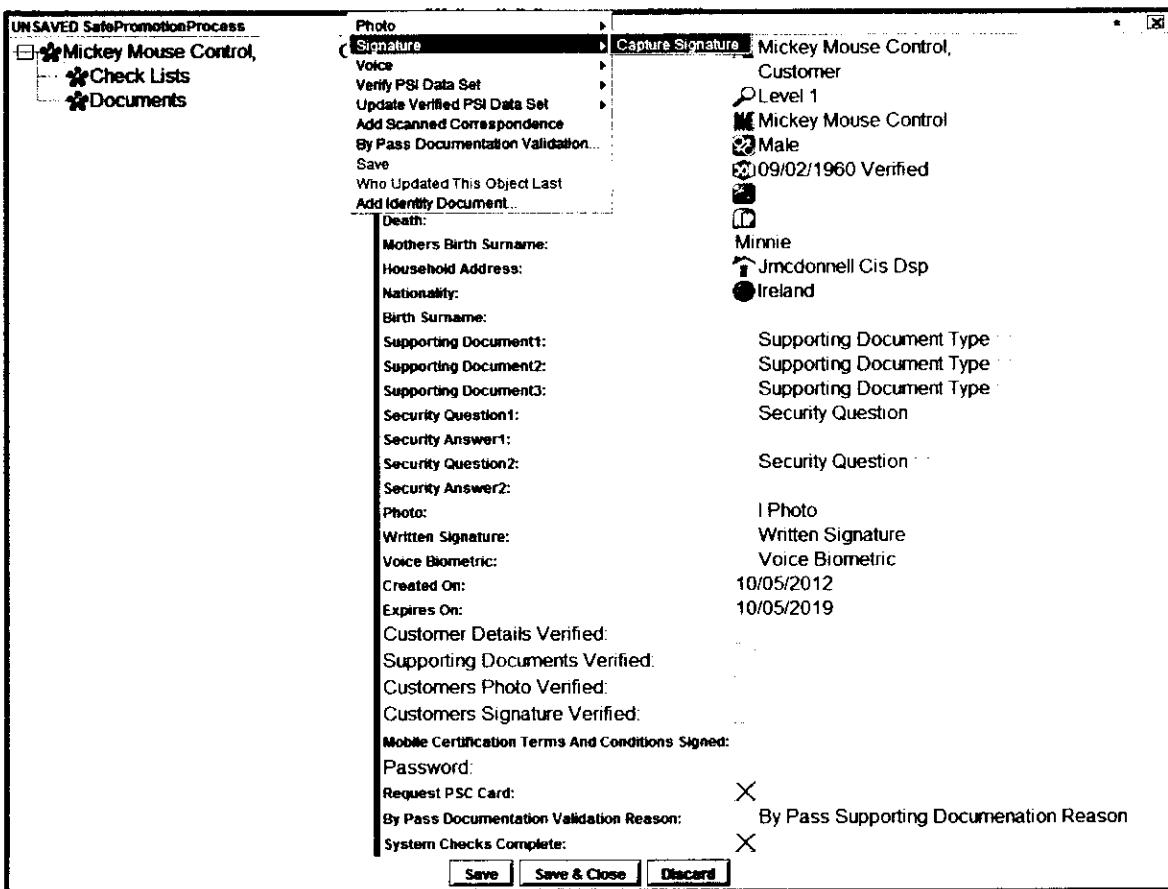
The Signature Box will appear.
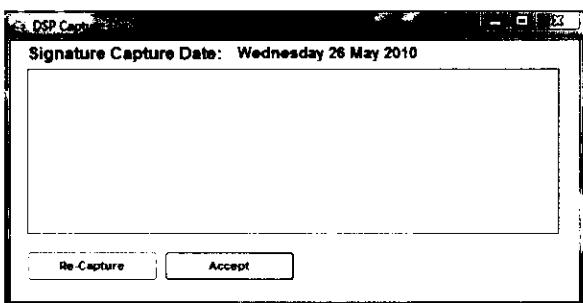
If the Signature is ok LC Accept. If it needs to be retaken, LC on Re-Capture. Signatures should be compared with the identity documents provided.

If, at this stage you wish to SAVE the photograph and signature only, tick the Customers Photo Verified and Customers Signature Verified boxes and insert your Password.

Next Enter or Update the necessary PSI data (refer to chapter 3)

Record the Supporting Documents provided by the Customer by clicking on the drop down menu.
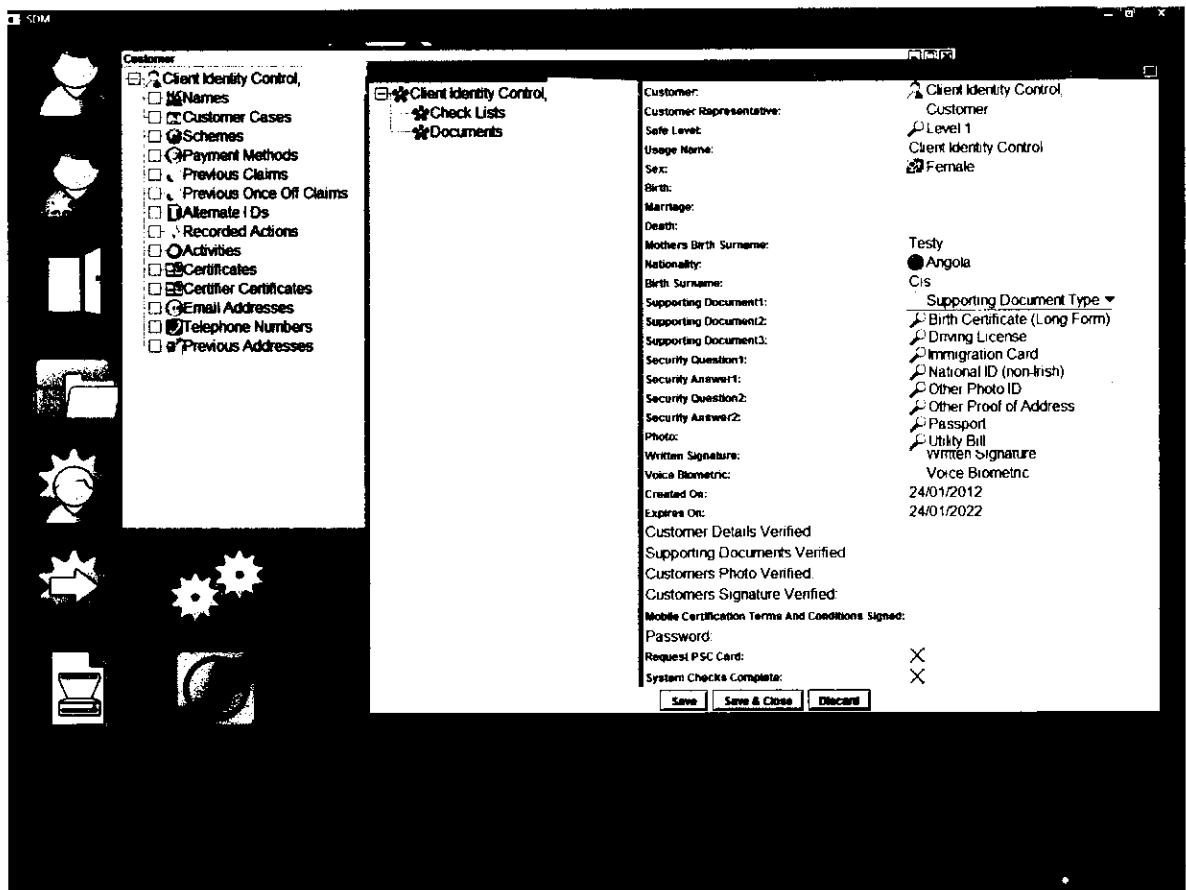
Scan on any documents presented by the customer.

Details of any Identity Documents presented should be added now. In this case the Customer provided a Passport so the Passport No. will be recorded under Add Identity Documents.

RC on the grey bar and LC on Add Identity Document.

		Photo ▶
⊟ ❋ Eenie Control,	Customer:	Signature ▶
❋ Check Lists	Customer Representative:	Voice ▶
❋ Documents	Safe Level:	Verify PSI Data Set ▶
	Usage Name:	Update Verified PSI Data Set ▶
	Sex:	Add Scanned Correspondence
	Birth:	By Pass Documentation Validation...
	Marriage:	Save
	Death:	Who Updated This Object Last
	Mothers Birth Surname:	Add Identity Document...
	Household Address:	Cis
	Nationality:	Gmcgourty Cis
	Birth Surname:	Other
	Supporting Document1:	Supporting Document Type
	Supporting Document2:	Supporting Document Type
	Supporting Document3:	Supporting Document Type
	Security Question1:	Security Question
	Security Answer1:	
	Security Question2:	Security Question
	Security Answer2:	
	Photo:	Webcam Photo captured on: 30/03/2012 14:46:13
	Written Signature:	Written Signature captured on: 30/03/2012 14:47:09
	Voice Biometric:	Voice Biometric
	Created On:	08/06/2012
	Expires On:	08/06/2019
	Customer Details Verified:	
	Supporting Documents Verified:	
	Customers Photo Verified:	X
	Customers Signature Verified:	X
	Mobile Certification Terms And Conditions Signed:	
	Password:	
	Request PSC Card:	X
	By Pass Documentation Validation Reason:	By Pass Supporting Documenation Reason
	System Checks Complete:	X

| Save | Save & Close | Discard |

The Add Identity Document box will open.

❋ Eenie Control,	
Document Number:	
Document Type:	Identity Document Type ---
Country of Issue:	Country ··

| OK | Cancel |

Insert Document Number. Select Identity Document Type and Country from drop down lists and LC OK.

Ask the customer to pick 2 security questions from the list provided. In the two security question fields hit the drop down arrow and click on the question they have chosen. Under each question click on the free text line and type in the answer for each of the 2 questions

Security Question1:	⌕ What is your favourite sport?
Security Answer1:	golf
Security Question2:	⌕ What was the make of your first car?
Security Answer2:	golf

When you have taken the photo and signature, checked and inserted or updated the customer details, checked the supporting documents, selected them in the drop down lists and scanned them on, you must click on the check boxes shown below in order to allow you to save the Safe promotion.

Birth Surname:	Cis
Supporting Document1:	🔎 Birth Certificate (Long Form) ▽
Supporting Document2:	🔎 National ID (non-Irish) ▽
Supporting Document3:	🔎 Utility Bill ▽
Security Question1:	🔎 What is your favourite sport? ▽
Security Answer1:	golf
Security Question2:	🔎 What was the make of your first car? ▽
Security Answer2:	golf
Photo:	I Photo
Written Signature:	Written Signature
Voice Biometric:	Voice Biometric
Created On:	24/01/2012
Expires On:	24/01/2022
Customer Details Verified:	☒
Supporting Documents Verified:	☒
Customers Photo Verified:	☒
Customers Signature Verified:	☒
Mobile Certification Terms And Conditions Signed:	☐
Password:	

LC in each of the 4 check boxes. If you have clicked it properly it will be filled with an X

To save the SAFE Promotion, you must put your certificate password on the line below. This will complete the SAFE promotion once you have completed all the necessary fields.

	Customer:	♫ Mickey Mouse Control,
⊟ ✿ Mickey Mouse Control,	Customer Representative:	Customer
✿ Check Lists	Safe Level:	₽ Level 1
✿ Documents	Usage Name:	✖ Mickey Mouse Control
	Sex:	♨ Male
	Birth:	☼ 09/02/1960 Verified
	Marriage:	♨
	Death:	⬚
	Mothers Birth Surname:	Minnie
	Household Address:	☝ Jmcdonnell Cis Dsp
	Nationality:	● Ireland
	Birth Surname:	
	Supporting Document1:	₽ Passport
	Supporting Document2:	₽ GRO
	Supporting Document3:	₽ Utility Bill
	Security Question1:	₽ What is your favourite sport?
	Security Answer1:	golf
	Security Question2:	₽ What was the make of your first car?
	Security Answer2:	polo

Enter password.

LC Save & Close. If saving is not permitted, place pointer over the save button and read the info bar on the bottom. This informs what PSI data is missing.

I Photo
Written Signature
Voice Biometric
10/05/2012
10/05/2019

	ied:	✕
	Verified:	☒
		✕
	/erified:	☒
	And Conditions Signed:	

Password:
...est PSC Card: ✕
By Pass...umentation Validation Reason: By Pass Supporting Documenation Reason
System Check...plete: ✕

[Save] [Save & Close] [Discard]

To update any missing PSI data LC on the grey bar and RC on Verify PSI Data Set (see Chapter 3 below).

		Photo ▸	
⊟ ✿ Client Identity Control,	Customer:	Signature ▸	ient Identity Control,
✿ Check Lists	Customer Representativ	Voice ▸	istomer
✿ Documents	Safe Level:	Verify PSI Data Set ▸	vel 1
	Usage Name:	Who Updated This Object Last	t Identity Control
	Sex:	Save	
	Birth:	Add Identity Document...	imale
	Marriage:	Add Scanned Correspondence	?/1944
			01/03/1964

3. Entering or Updating PSI Data Set

Enter Birth Surname/Mothers Birth Surname/Nationality

To be done in cases where NO Birth Surname/Mothers Birth Surname/ Nationality has previously been specified.

RC on the grey bar up top. LC Verify PSI data set. LC Enter Birth Surname/Mothers Birth Surname/ Nationality
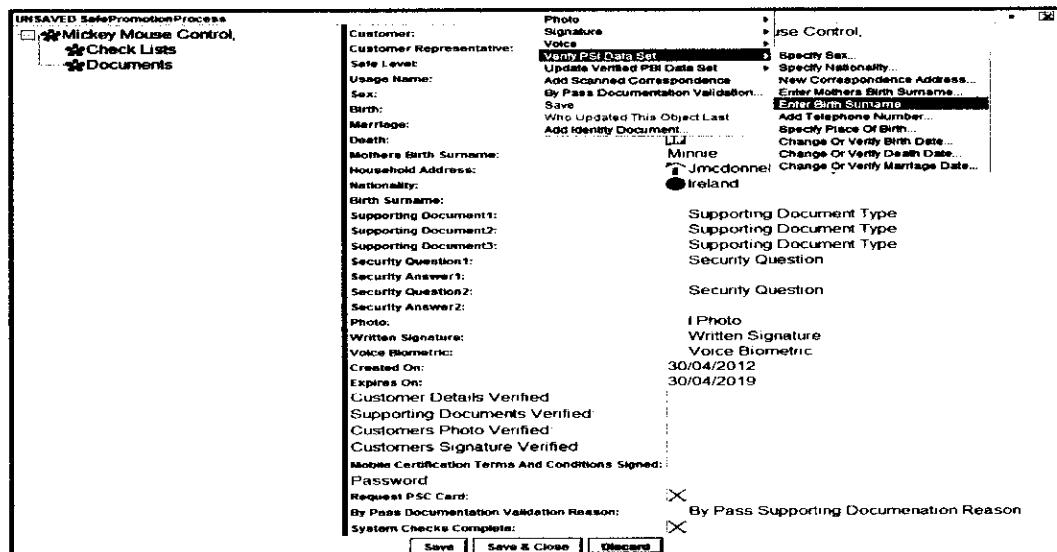
The Enter Birth Surname dialog box is displayed:
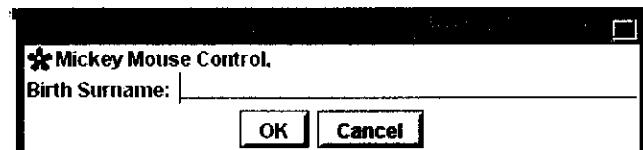
Enter the Birth Surname:
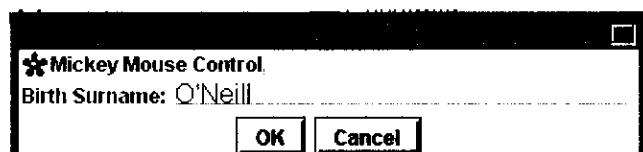
Select 'OK'. The system records the Birth Surname, this is a recorded action

Update Mother's Birth Surname/Birth Surname/Nationality

This is to be used where the data has previously been recorded incorrectly.

RC on the grey bar up top. LC Update verified PSI data set. LC Update Mothers Birth Surname
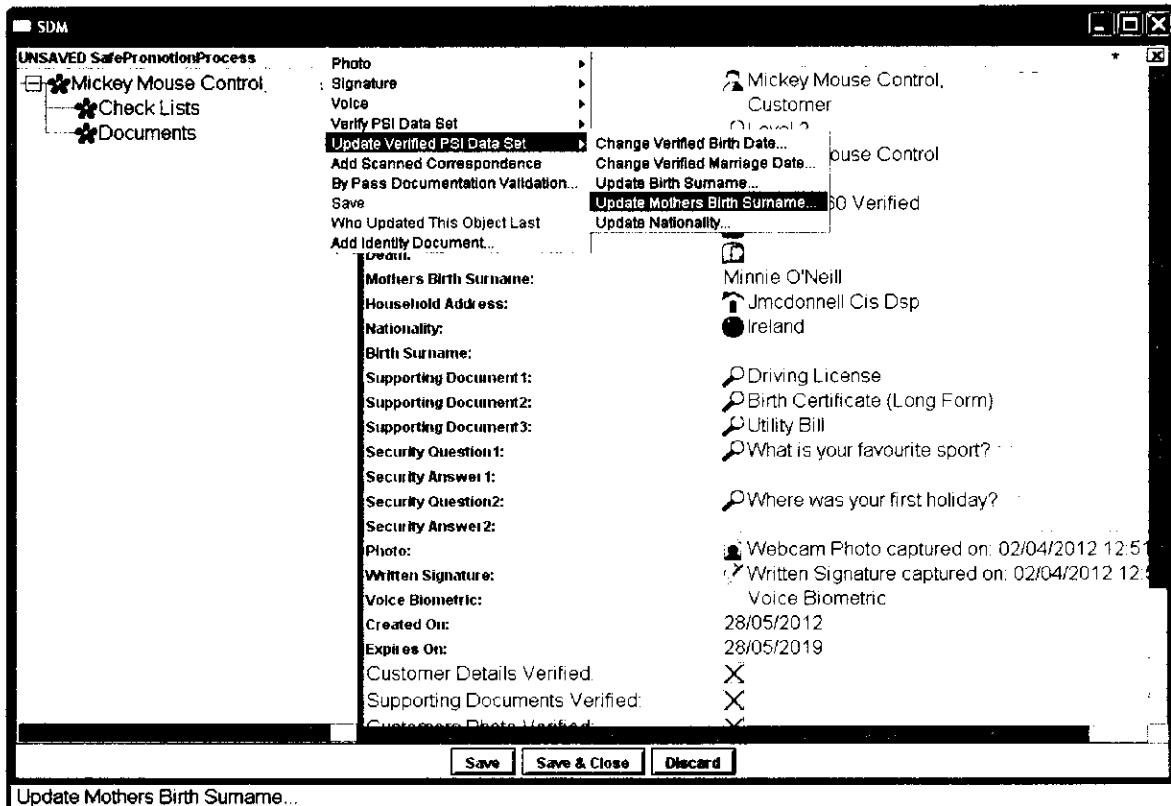
The 'Update Mothers Birth Surname' dialog box is displayed:
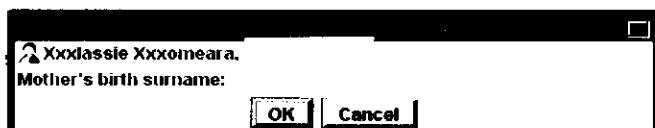
Enter the updated value:
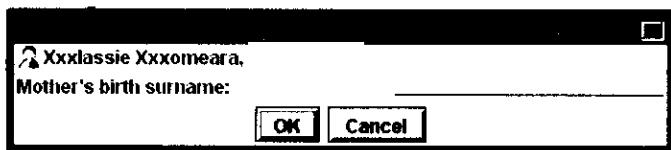
Select 'OK'. The system updates the Mothers Birth Surname, this is a recorded action.

In the case of Verified Birth Dates and Marriage Dates, these must be referred to the SAFE Supervisor.

In cases where a person's name has changed as a result of Marriage, it is important to insert DOM even if you do not have documentation to verify DOM.
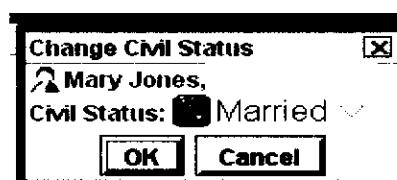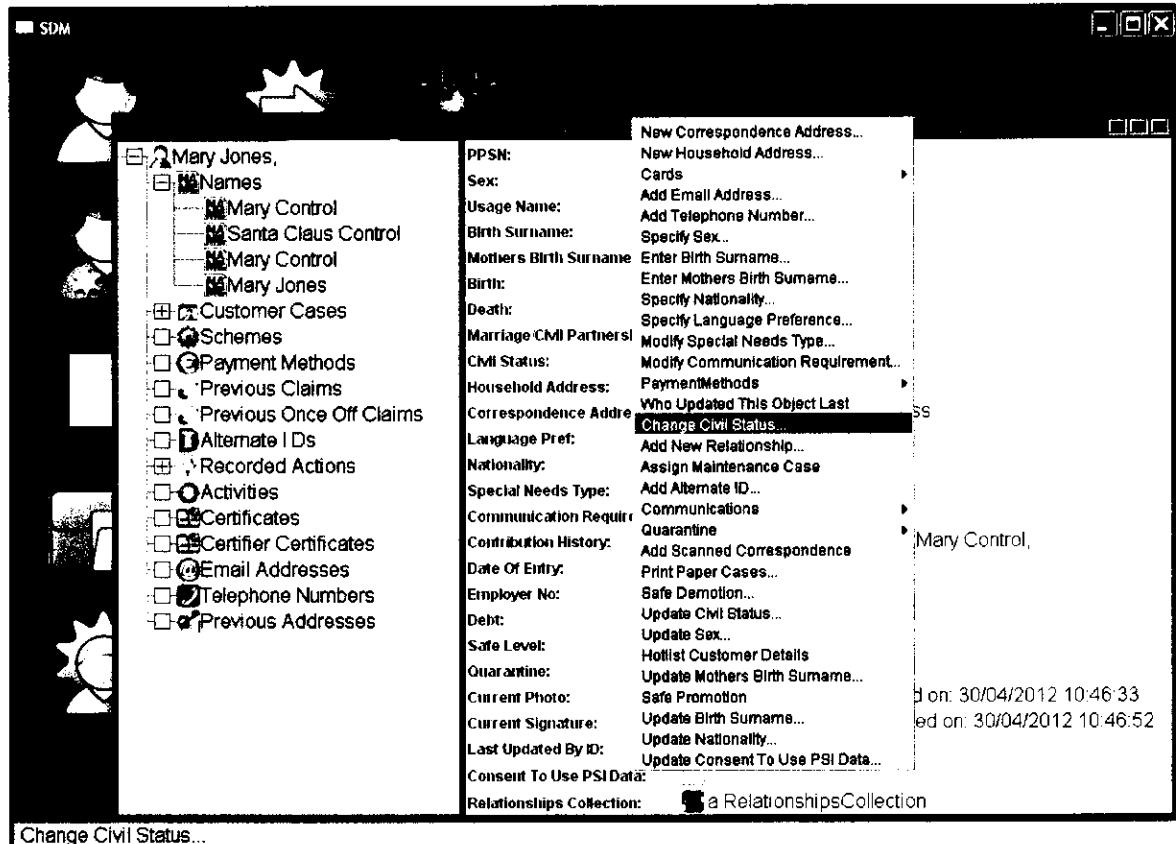
LC OK.

If you have the documentation necessary to verify the DOM then you can LC on the drop down and verify DOM

Date: 24/05/2012

Source of verification: Marriage Verification Source ▼

- Gro
- Gro On-Line
- Marriage Certificate
- Non Sdm App
- Not Verified On Crs (Marriage)
- Verified On Crs (Marriage)

Is Type:

tion Requirement:

History:

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How to record a New Household Address on the SAFE Promotion Screen.

It is very important that Correspondence Addresses are NOT used except in exceptional circumstances, e.g. where a customer cannot safely receive their post to their Household Address.

RC the Customer Name

LC on New Household Address.
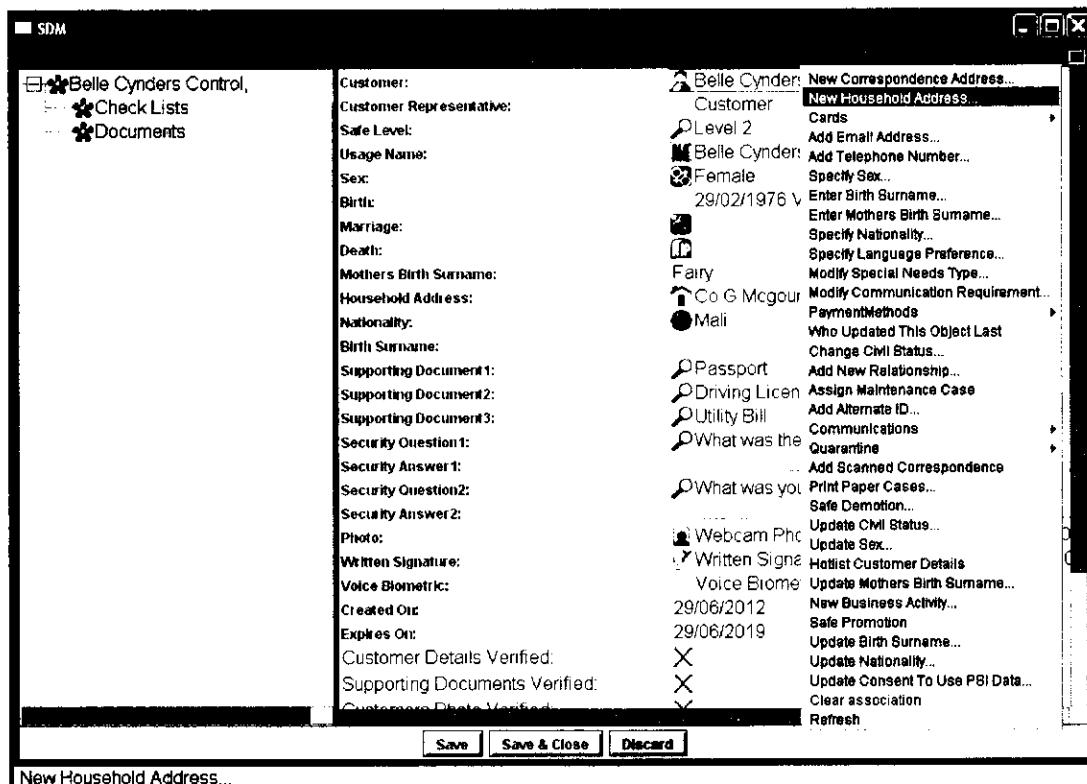
The New Household Address dialogue box will open and you will enter the new address.
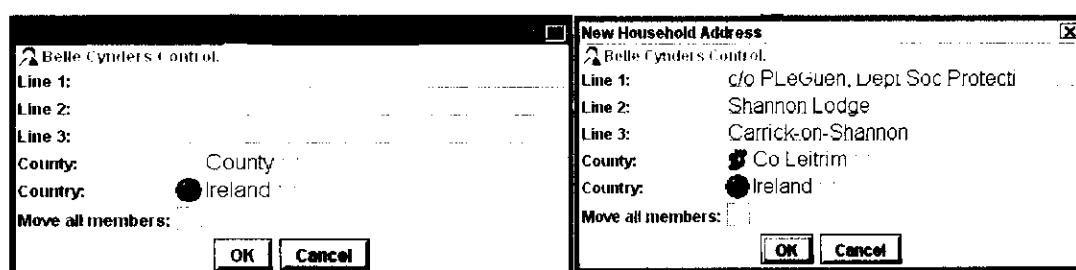
Enter Place of Birth

RC on the Birth object and LC 'Specify Place of Birth'. This MUST be done in all cases. In some cases a customer's place of birth may have already been specified, for example, when they made a JSA/JSB claim but only Country of Birth will have been specified.

For all Irish customers Country and County of Birth MUST be specified.

The Specify Place of Birth box is displayed:

Enter the Country of Birth from the dropdown:

1	Denmark
	Djibouti
	Dominica
10 10 1975 V	Dominican Republic
Country Of Birth:	East Timor
Place Of Birth:	Ecuador
	Egypt
	El Salvador
Ir	England
e: U	Equatorial Guinea
equirement: U	Eritrea
y: C	Estonia
	Ethiopia
000	Falkland Islands
I	Faroe Islands
S	Fiji
Q	Finland
200	France
SI Data:	French Guyana
ction: a	French Polynesia
	French Southern Territories

Enter the updated place of birth value:

For customers born in Ireland, the county should be recorded as the Place of Birth.

For customers born outside of Ireland, only country needs to be recorded – it is NOT necessary to record the Place of Birth.

```
01/10/1986 Verified
Country Of Birth: ● France
Place Of Birth:  |_____

          [ OK ]  [ Cancel ]
```

```
01/10/1986 Verified
Country Of Birth: ● Ireland
Place Of Birth:  Leitrim
          [ OK ]  [ Cancel ]
```
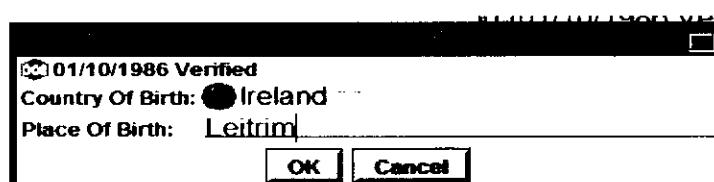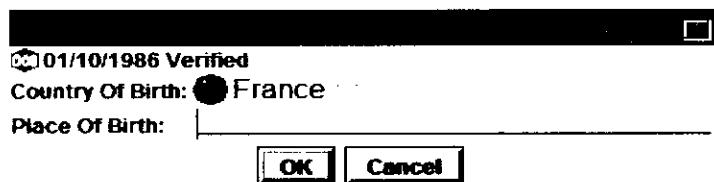
Select 'OK'

The system updates Place of Birth, this is a recorded action

4. Local scanning on BOMi

RC on the grey bar.

LC on "Add scanned Correspondence"
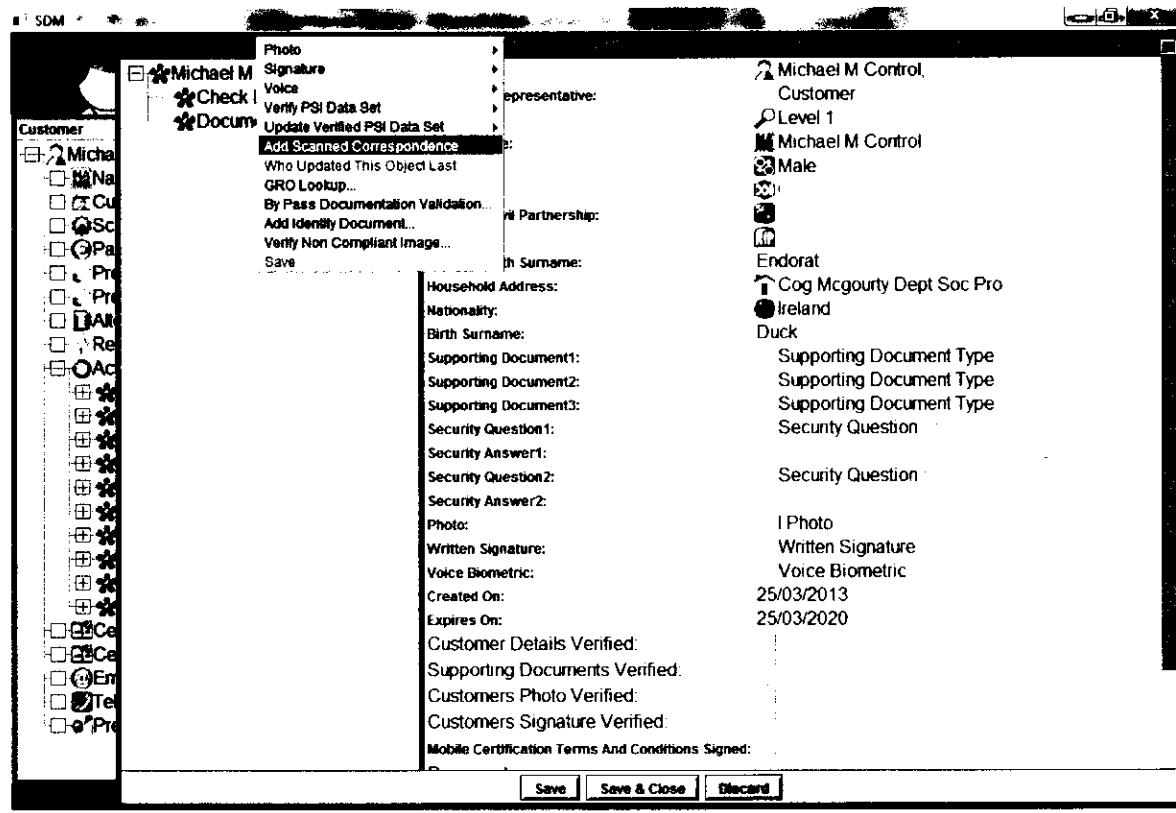
Add Scanned Correspondence

When the scanning object appears

LC on the drop down menu

LC on document type.

Place the scanned image face side down on the flat bed with the top of the page facing away from the feeder end.

LC Scan

Document dropdown list

Scan both sides check box for multi-page scans

SDM Counter Scan V2

Document Type		Scan Both Sides

Description

A4 Single-Sided Page
Birth Certificate (IRL)
Birth Certificate (UK)
EU/EEA National Identity Card, photo s
EU/EEA National Identity Card, rear
Driving License
GNIB Registration Card
Immigration Card
Multi-Page Document
Other Photo ID
Other Proof of Address
Passport
Temp Resident Cert
Travel Document
Utility Bill

Sc

Scan

Save

Scan Button

Select Document Type and
Press the Scan Button

Reset

Finish

Connected to HP Scanjet 7500 TWAIN

A preview of the scanned image will be displayed before it is saved.

If the image is ok LC save.

If the image is scanned incorrectly LC Reset and scan again

Reset Button

When scanning more than one document on to the same customer record, select Document Type, then Scan and Save each one. Once all the necessary documents have been scanned LC Finish.

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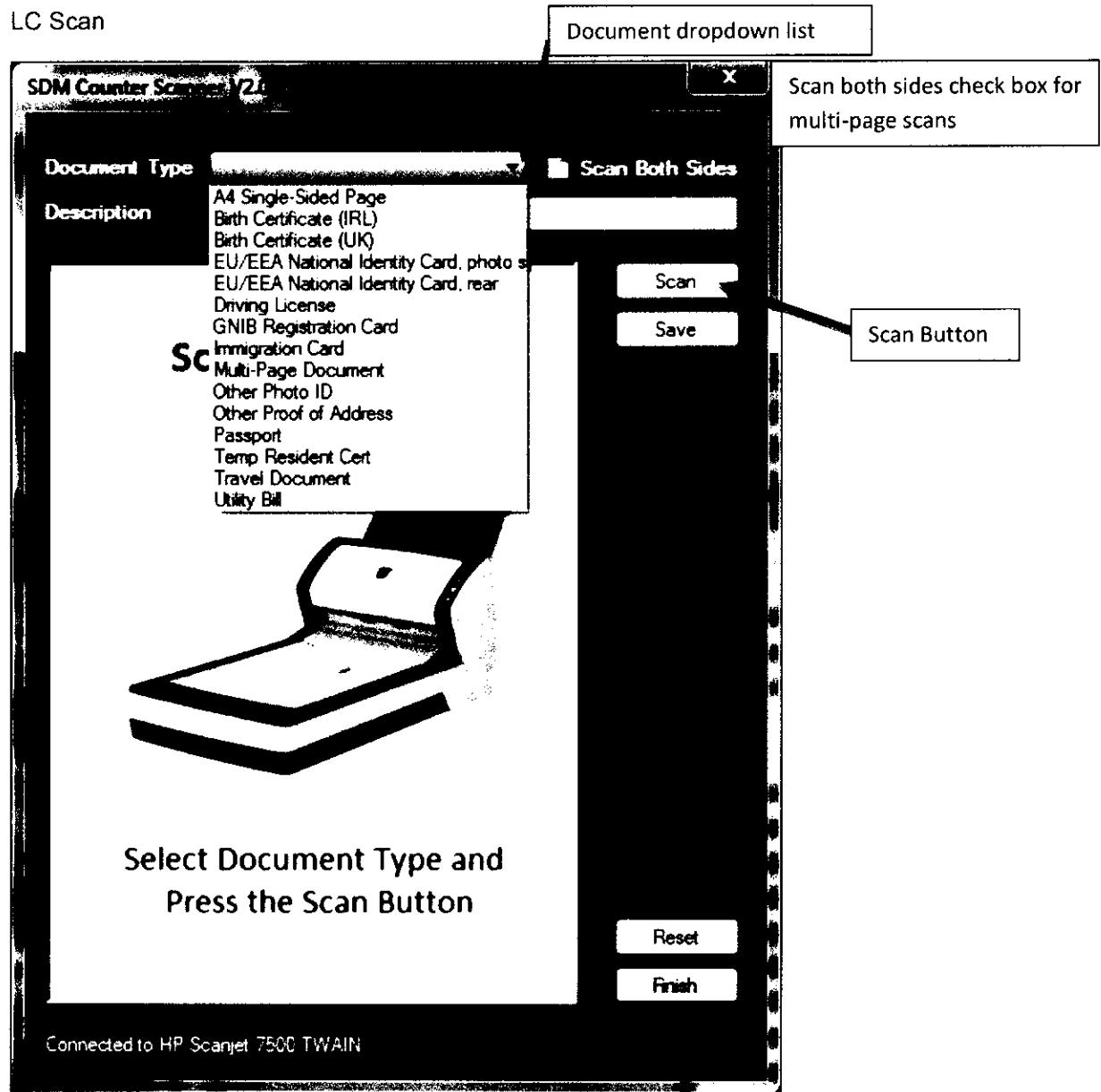
To scan a Multi-Page Document select "Multi-Page Document" from the drop down list.

To scan both sides LC in the "scan both sides" box

For any multi-page document a title MUST be given to it in the free text description box.

Place the document in the feeder and press scan as before.

To scan a single page document for which there is not a suitable title in the drop down list (e.g. P45) this process can also be used.

To view a saved scanned image LC and expand "Customer Cases"

LC and expand the "Maintenance Case"

LC and expand "Contents"

RC on the image you want to view and

LC on "view"
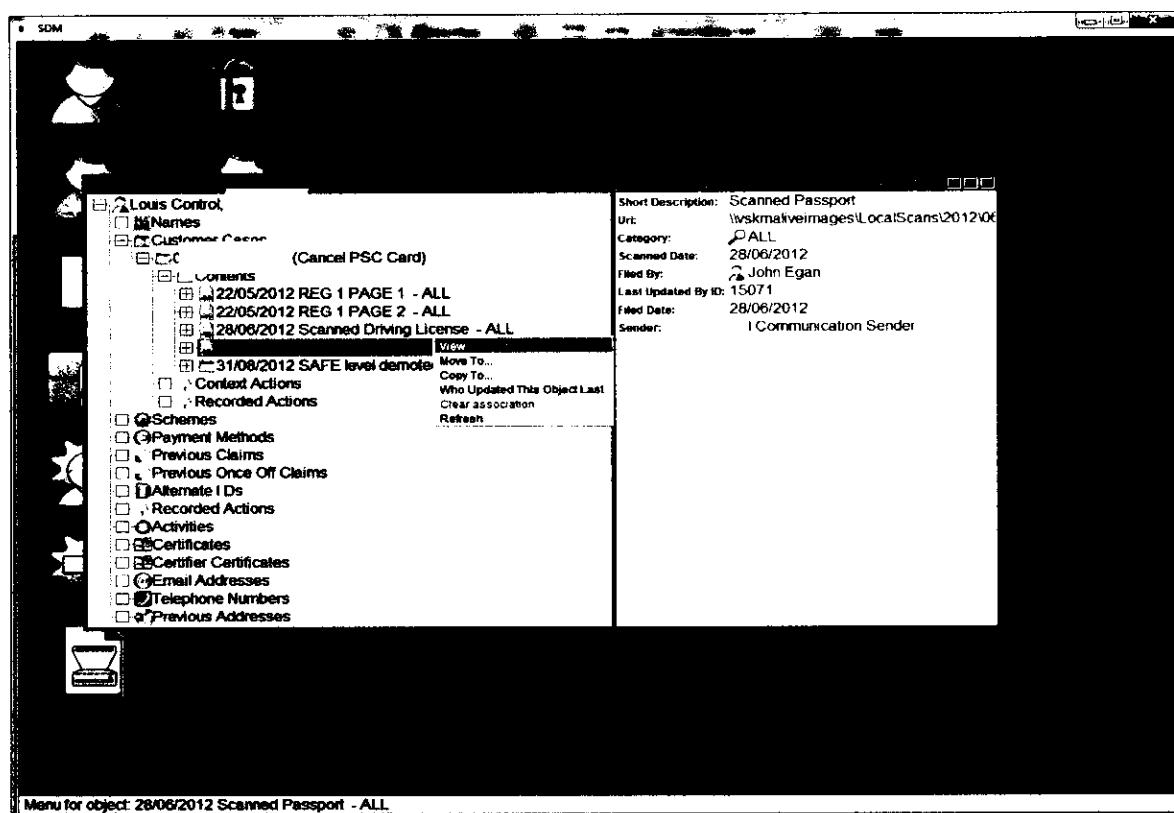
5. Resolving Check List Item.
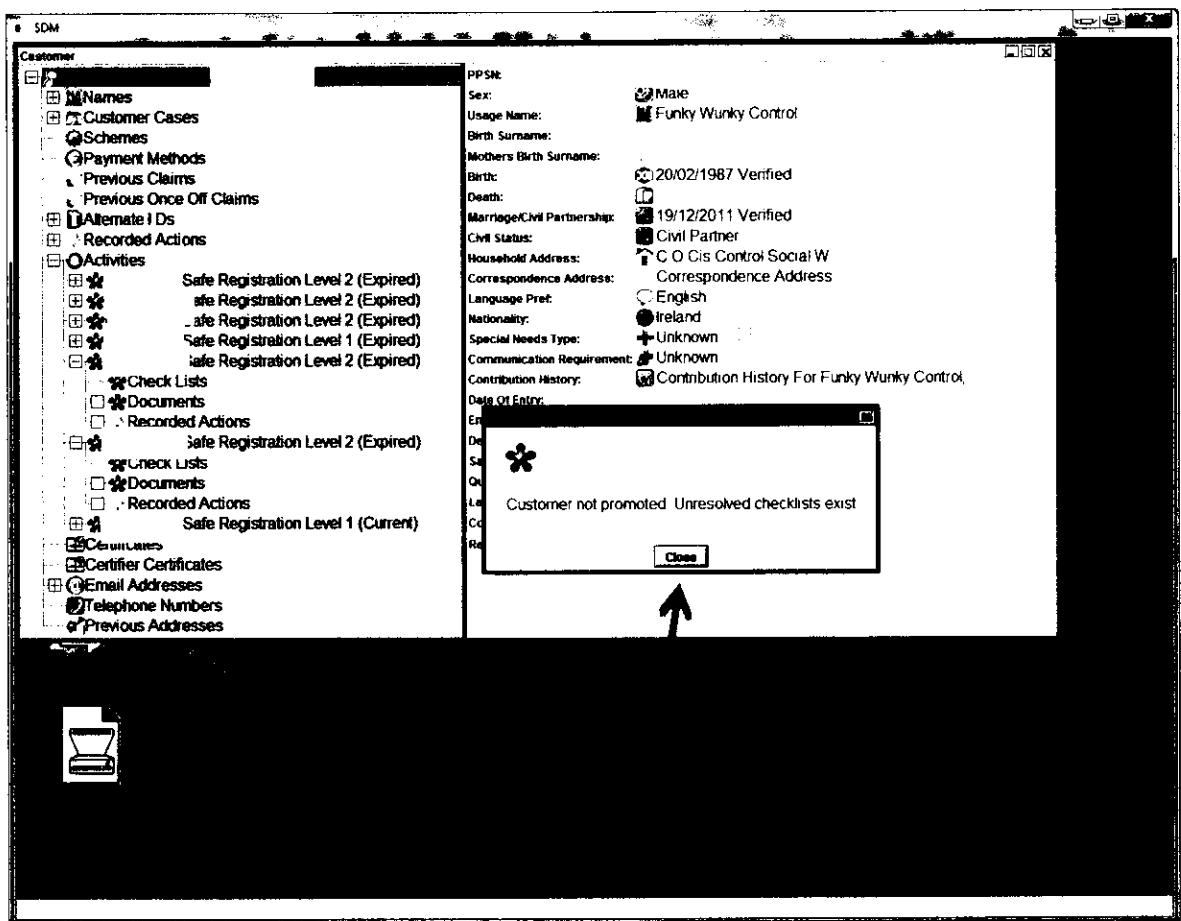
If a warning pops up on screen saying that a checklist item exists this means that the customer will not be promoted to SAFE Level 2 and a PSC issued until the Checklist has been resolved.

In the following example the customer is a match to a hotlisted customer. This MUST be referred to CIS before the Check List item is cleared.

Other Check List items will also need investigation before the Check List item can be cleared.

If in doubt refer to CIS Helpdesk.

In order to clear a Check List item follow the steps below.

On the SAFE Promotion object, Expand the Check Lists menu option

```
┌─────────────────────────────────────────────────────────────── □□□□
│ ⊟ Xxxkeizer Xxxchiefs, .   │ Customer:                  ♀ Xxxkeizer Xxxchiefs,
│   ⊞ Check Lists           │ Customer Representative:       Customer
│     Documents             │ Safe Level:                 ♪ Level 1
│                           │ Usage Name:                 Xxxkeizer Xxxchiefs
│                           │ Sex:                        ⊘ Female
│                           │ Birth:                      10/10/1975
│                           │ Marriage:
```
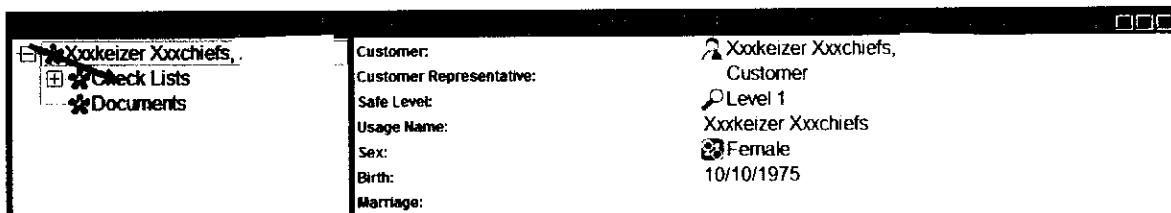
The Check List items for that customer are displayed:

```
┌─────────────────────────────────────────────────────────────── □□□
│ ⊟ Xxxkeizer Xxxchiefs,                    │ Customer:              ♀ Xxxkeizer Xxxchiefs,
│   ⊟ Check Lists                           │ Customer Representative:   Customer
│     Hotlisted customer exists with same birthsurname, sex, and dob │ Safe Level:  ♪ Level 1
│     Documents                             │ Usage Name:            Xxxkeizer Xxxchiefs
│                                           │ Sex:                   ⊘ Female
│                                           │ Birth:                 10/10/1975
```
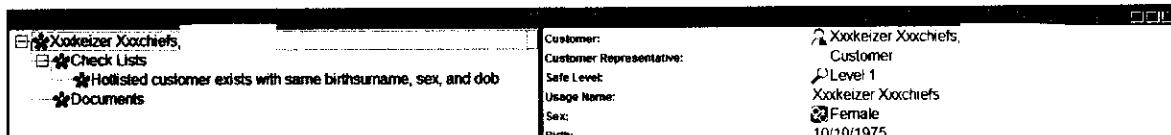
RC on the checklist item, LC on Mark as Resolved

```
┌─────────────────────────────────────────────────────────────── □□□□
│ ⊟ Xxxkeizer Xxxchiefs, :                  │ Customer:              ♀ Xxxkeizer Xxxchiefs,
│   ⊟ Check Lists                           │ Customer Representative:   Customer
│     Hotlisted customer exists with sar  Mark As Not Resolved   dob │ Safe Level:  ♪ Level 1
│     Documents                           Who Updated This Object Last │ Usage Name:  Xxxkeizer Xxxchiefs
│                                         Mark As Resolved            │ Sex:         ⊘ Female
│                                         Update Type...              │ Birth:       10/10/1975
│                                         Clear association           │ Marriage:
│                                         Refresh                     │ Death:
│                                                                     │ Mothers Birth Surname:   Goti
```

The Mark As Resolved box appears:

```
┌─────────────────────────────────────────────────────── ■
│ ⚡ Hotlisted customer exists with same birthsurname, sex, and dob
│ Reason:        Generic Status Reason ▽
│ Description: _____
│              _____
│              _____
│              _____
│
│            ┌──────┐  ┌────────┐
│            │  OK  │  │ Cancel │
│            └──────┘  └────────┘
```
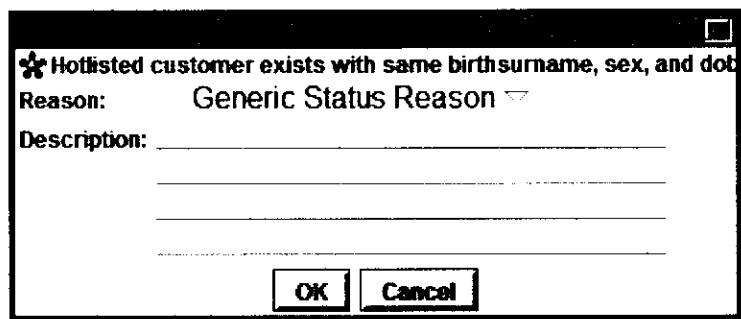
Select a reason from the dropdown and enter a detailed description, Select OK

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The Check List item is resolved and the system automatically sets the System Checks Complete checkbox to ticked and promotes the Customer to SAFE Level 2.

⊟ ✱ ife Registration Level 1 (CURRENT)	
⋮☐ ✱ Documents	
⊟ ✱ Check Lists	
⋮ ✱ Hotlisted customer exists with same birthsurname, sex, and dob (R)	

Owner:	⚲ Xxxkeizer Xxxchiefs,
Bus Activity Type:	🔎 Safe Registration
Status:	CURRENT
Safe Level:	🔎 Level 1
Supporting Document 1:	🔎 Birth Certificate (Long Form)
Supporting Document 2:	🔎 Passport
Supporting Document 3:	🔎 Utility Bill
Security Question 1:	🔎 What is the middle name of your oldest child?
Security Question 2:	🔎 What is your favourite sport?
Customer Details Verified:	X
Supporting Documents Verified:	X
Customers Photo Verified:	X
Customers Signature Verified:	X
Voice Biometric:	Voice Biometric
Photo:	📷 Webcam Photo captured on 07/09/2011 12:30:08
Signature:	✍ Written Signature captured on: 07/09/2011 12:30:1
Created On:	07/09/2011
Expires On:	07/09/2021
Last Activity:	07/09/2011 12:32:39
Last Updated By ID:	10735
Request PSC Card:	
Customer Representative:	Customer
System Checks Complete:	X

If the issue cannot be resolved by the Safe officer or Supervisor it needs to be seen by CIS create a task and assign it to the relevant org unit in CIS.

6. Card Management

If a Customer has a PSC with a status of Distributed then a 2nd PSC should NOT be ordered for that Customer.

Requesting a new PSC for a Customer

To request a new PSC:

1. **RC** on Customer icon
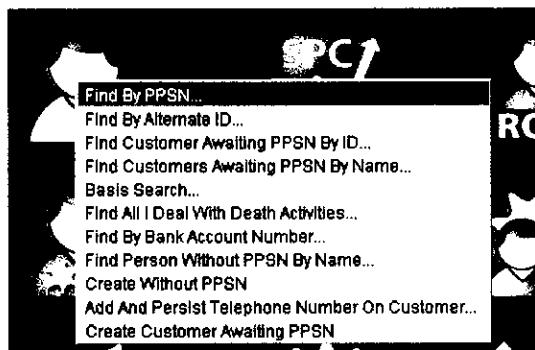
2. **LC** on Find By PPSN

3. Enter a PPS No.
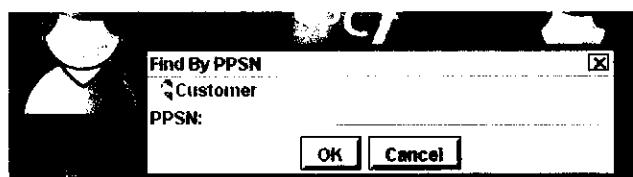
4. **LC** on OK

5. The Customer's details appear
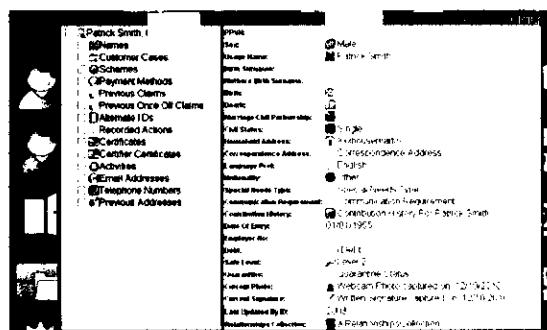
6. **RC** on Customer Object, **LC** on Cards, **LC** on New Card

Customer		
⊟ Ω Patrick Smith	New Scheme Case...	
☐ Names	New Correspondence Address...	Male
☐ Customer	New Household Address...	Patrick Smith
☐ Schemes	**Cards** ▶	New Card
☐ Payment	Add Email Address...	New SSC Card
☐ Previous (	Add Telephone Number...	New SSC Card Temporary
☐ Previous (	Specify Sex...	Find All Cards
☐ Alternate I	Enter Birth Surname...	
☐ Recorded	Enter Mothers Birth Surname...	Partnership:
☐ Certificate	Specify Nationality...	Single
☐ Certifier C	Specify Language Preference...	ress: Xxxhousemartin
☐ Activities	Modify Special Needs Type...	ce Address: Correspondence Address
☐ Email Adc	Modify Communication Requirement...	English
☐ Telephone	PaymentMethods ▶	Other
☐ Previous /	Who Updated This Object Last	Type: Special Needs Type
	Check Certificates...	Requirement: Communication Requirement
	Change Civil Status...	story: Contribution History For Patrick Smith,
	Issue Homemakers Communication	01/01/1955
	Add New Relationship...	
	Assign Maintenance Case	
	Issue Request Return Certificate	Debt
	Add Alternate ID...	Level 2
	Quarantine ▶	Quarantine Status
	Print Paper Cases...	Webcam Photo captured on: 12/10/2010
	Send E Form...	Written Signature captured on: 12/10/2010
	New Business Activity...	ure:
	Send SMS...	y ID: 2003
	Safe Promotion	
	Refresh	
	Relationships Collection:	a RelationshipsCollection

If the Customer is at SAFE 1 the system will automaticlly create an SSC Card Object.

If the Customer is at SAFE 2, the PSC object appears - LC "Save and Close". A PSC has been ordered.

PSC Only expires on 16/05/2018 Requested — Recorded Actions	Type:	Public Services Card
	Card Owner:	Patrick Smith,
	PSC Card Type:	PSC Only
	Priority:	Regular
	Expiry Date:	16/05/2018
	Send To Household Address:	X
	Send To Correspondence Address:	
	Send To Local Office:	Local Office -
	Production Request Status:	Requested
	Card Request Number:	
	Card Issue Number:	
	Date Created:	16/05/2011
	Cancellation Reason:	PSC Cancellation Reason

Save | Save & Close | Discard

A PSC request will automatically issue to a Correspondence Address if one has been specified for the Customer, otherwise it will default to Household Address.

To send to Local Office:

LC on Send to Household Address to deselect this option.

Select a Local Office from the droplist provided:

PSC Only expires on 16/05/2018 Requested — Recorded Actions	Type:	Public Services Card
	Card Owner:	Patrick Smith,
	PSC Card Type:	PSC Only
	Priority:	Regular
	Expiry Date:	16/05/2018
	Send To Household Address:	
	Send To Correspondence Address:	
	Send To Local Office:	633, Swlo - Finglas
	Production Request Status:	Requested
	Card Request Number:	
	Card Issue Number:	
	Date Created:	16/05/2011
	Cancellation Reason:	PSC Cancellation Reason

Save | Save & Close | Discard

Save the PSC Card:

LC on the Save button

If you realise, after having saved the SAFE Promotion, that you forgot to Add Identity Documents you can do this by going to Activities on the Customer and selecting the current SAFE Promotion.

LC on the White Box to the left of Activities

RC on the (Current) SAFE Registration and LC on Add Identity Document

The Add Identity Document dialogue box will open

Enter the details and LC OK.

Reminder not to bring a person to SAFE level 2 until their identity has been authenticated

A person who attends a SAFE registration appointment should only be brought to SAFE level 2 when their identity has been authenticated. On occasion, identity documents are being referred to CIS Control where the person has already been registered to SAFE level 2 even though there is some doubt over the authentication of the customer's identity.

During the course of the SAFE registration process, if concern is raised regarding a person's documents which results in their retention, the circular 80/07 outlines the procedures that should be followed. A receipt should always issue to the person where their document is retained. The documents should then be submitted to CIS Control for further examination.

CIS recommends that a SAFE officer only takes the following steps where a person's identity is not yet authenticated and their documents are retained for further examination.

1. The person's photograph and signature should be captured;
2. Any documents submitted by the person should be scanned in;
3. The case should be left at SAFE level 1 **ONLY**;
4. The identity document(s) and a cover note (copy of receipt) outlining the circumstances of the case should be sent by **registered post** to CIS Control in a timely manner.
5. Issue the customer with a receipt for the original documents retained in line with circular 80/07.

CIS CONTROL

14TH MARCH 2014

Safe Office	Address	Phone Number
David Dillon DM Dublin Central		
Kings Inn Street PPSN	197/199 Parnell Street, Dublin 1	(01) 8899500
Navan Road LO	Navan Road, Dublin 7	(01) 8823100
Bishop Square LO	Redmonds Hill, Dublin 2	(01)4763500
King's Inn Street Local Office	197/199 Parnell Street, Dublin 1	(01) 8899500
Blanchardstown LO	Westend House, Snugborough Road Extension, Dublin 15	(01)8581300
Paul Carroll DM Dublin North		
Finglas LO	Mellowes Road, Finglas, Dublin 11	(01)8581100
Coolock LO	Northside Civic Centre, Bunratty Road, Dublin 17	(01)8661000
Kilbarrack LO	Greendale Shopping Centre, Kilbarrack, Dublin 5	(01)8063830
Ballymun LO	Main Street, Ballymun, Dublin 9	(01)8940000
Fiona Ward DM Dublin South		
Tallaght PSC Centre	Unit 247, Level 2, The Square Shopping Center, Tallaght, Dublin 24	(01)4629496
Ballyfermot LO	Rossmore Ave, Ballyfermot, Dublin 10	(01)6160300
Dun Laoghaire LO	18-21 Cumberland Street, Dun Laoghaire, Co. Dublin	(01)2145540
Tallaght LO	The Square, Tallaght, Dublin 24	(01)4629400
Donal Spellman DM Mid Leinster		
Athy BO	Leinster Street, Athy, Kildare	(059)8640250
Muinebheag BO	Regent Street, Muine-Bheag	(059)9722940
Carlow LO PPSN	Kennedy Avenue, Carlow	(059)9170170
Baltinglass BO	Lathaleere,Baltinglass, Co Wicklow	(059)6482240
Tullow BO	Abbey Street, Tullow	(059)9152500
Arklow LO	Castle Park, Arlow, Co Wicklow	(0402) 20420
Bray LO PPSN	Civic Offices, Main Street, Bray , County Wicklow	(01)2117937
Wicklow DSP Murrough	Unit E6, The Enterprise Centre, The Murrough, Wicklow	(0404) 20440
Sean Reilly DM North East		
Dundalk LO PPSN	Government Buildings, Saint Alphonsus Road, Dundalk, Co Louth	(042)9392600
Ballyconnell BO	Unit 5 The Conall Building, Main Street, Ballyconnell	(049)9527670
Cavan LO PPSN	Dublin Road, Cavan	(049)4331909
Drogheda ESO	Custom House Quay, Drogheda, Co Louth	(041)9871130
Kieran O'Dwyer DM North West		
Carrick-on-Shannon LO PPSN	Leitrim Road, Carrick-On-Shannon	(071)9650070
Letterkenny LO PPSN	High Road, Letterkenny, Co Donegal	(074)9160460
Buncrana LO	McCarter's Road, Ardaravan, Buncrana, Co.Donegal	(074)9364600
Sligo LO PPSN	Government Offices, Cranmore Road, Sligo	(071)9148200
Ballybofey BO	Unit 1 Garvan Court, Main Street, Ballybofey, Co Donegal	(074)9130490
Dungloe LO	Public Service Centre, Gweedore Road, Dungloe, Co Donegal	(074)9561030
Dunfanaghy LO	Main Street, Dunfanaghy, Co Donegal	(074)9136750
Manorhamilton LO	Sligo Road, Manorhamilton	(071)9820030
Tubercurry Inv	Teeling Street, Tubbercurry	(071)9120040
Eoin Brown DM West		
Loughrea LO	Railway House, Station Road, Loughrea, Co Galway	(091)576870

Galway PSC Centre	Victoria Place, Merchants Road, Galway	(091)576877
Ballina LO	Government Buildings,Ballina, Co Mayo	(096)80500
Tuam BO	Church View, Tuam, Co Galway	(093)70940
Castlebar LO PPSN	Micheal Davitt House, Castlebar, Co Mayo	(094)9063700
Gort BO	Loughrea Road, Gort, Co Galway	(091)630210
Westport LO	Prospect Avenue, Westport, Co Mayo	(098)50930
Belmullet LO	American Street, Belmullet, Co Mayo	(097)81029
Clifden LO	Galway Road, Clifden, Co Galway	(095)22210
Achill LO	Achill Sound, Co Mayo	(098)45050

*****Tim Duggan ASG****
Richard Shine PO

Gandon PSC Centre	PSC Centre, Gandon House, Amiens Street Dublin 1	(01)8172640
Nth Cumberland St PSC Centre	PSC Centre, 23-28 North Cumberland Street, Dublin 1	(01)8899250

*****Helen Faughnan ASG*****
Veronica O'Brien DM Midlands South

Clonmel PPSN	Harbour House, New Quay, Clonmel	(052)6170220
Kilkenny LO PPSN	Government Buildings, Hebron Road, Kilkenny	(056)7715100
Thurles LO PPSN	Stradavoher, Thurles	(0504)25900
Tullamore LO PPSN	Castle Buildings, Tara Street, Tullamore, Co Offaly	(057)9318500
Nenagh BO	Church View, Nenagh, Tipperary North	(067)50902
Portlaoise BO	Church Street, Portlaoise,Co Laois	(057)8678010

Liam Daly DM South East

Waterford PSC PPSN	Goverment Buildings, Cork Street, Waterford	(051)356000
Wexford LO PPSN	Anne Street, Wexford	(053)9165400
Carrick-on-Suir BO	55 New Street, Carrick-On-Suir Tipperary South	(051)601190

Maria Hurley DM Cork Central

Cork (Blackpool) PSC Centre & Cork LO	Revenue House , Assumption Road , Blackpool , Cork	(021) 4806969
Cobh LO	Lynch's Quay, Cobh	(021) 4908010

Neil Kelly DM South West

Killarney LO	Park Court, Beech Road, Killarney, Co. Kerry	(064) 6678500
Bantry BO	Bridge Street, Bantry, Co. Cork	(027) 20820
Tralee LO PPSN	Godfrey Place, Tralee, Co. Kerry	(066) 7149500
Kinsale BO	Market Lane, Kinsale	(021) 4702910
Listowel LO	The Square, Listowel, Co. Kerry	(068) 50030
Newmarket BO	Main Street, Newmarket	(029) 22110
Clonakilty BO	Unit 2, Supervalu Shopping Centre, Faxbridge, Clonakilty	(023) 8821210
Kenmare LO	Bridge Street, Kenmare, Co. Kerry	(064) 6640050
Mallow BO	72 Off Main Street, Mallow	(022) 30934
Skibbereen BO	Mardyke Street, Skibbereen; Co. Cork	(028) 40300
Cahirciveen LO	St. Brendans Terrace, Cahirciveen, Co. Kerry	(066) 9473440

Jim Lynch DM Mid West

Kilmallock BO	Charleville Road, Kilmallock	(063) 20900
Ennis LO PPSN	Kilrush Road, Ennis, County Clare	(065) 6867800
Newcastlewest LO	Gortboy, Newcastle West	(069) 24600
Kilrush BO	Vandeleur Street, Kilrush, Co. Clare	(065) 9080030

Limerick LO PPSN	Dominick Street, Limerick	(061) 212200

Des Henry DM Midlands North

Trim BO	Haggard Street, Trim, Co. Meath	(046) 9481040
Kells BO	Bective Square, Kells, Co. Meath	(046) 9280490
Navan LO PPSN	Kennedy House,Kennedy Road, Navan	(046) 9037900
Athlone LO PPSN	Government Offices, Grace Park Road, Athlone, Co. Westmeath	(090) 6449600
Mullingar LO	Blackhall Street, Mullingar, Co. Westmeath	(044) 9334220
Longford LO PPSN	Government Buildings, Ballinalee Road, Longford	(043) 3340000
Roscommon CO	Abbey Street, Roscommon	(090) 6630930
Roscommon PSC Centre	Government Buildings, Convent Road, Roscommon	(090) 6632980
Castlerea BO	Main Street, Castlerea, Co. Roscommon	(094) 9625510
Boyle BO	Elphin Street, Boyle, Co. Roscommon	(071) 9664033

1. Updates to Bomi are due on the 26th October 2018 and following that date the Expiry date on any new SAFE registration (public Services Card) will change from 7 to 10 years.

   PSC's issued after 26/10/18 should have an expiry date of 10 years after the date of the photograph.

	Owner:	⚊ JANEANNE CONTROL,
⊟ ⚊ JANEANNE CONTROL,	Bus Activity Type:	🔎 Safe Registration
├─ ⬛Names	Status:	CURRENT
├─ ⬛ Customer Cases	Safe Level:	🔎 Level 2
├─ ⬛ Schemes	Supporting Document1:	🔎 Address on file quoted by customer
├─ ⬛ Payment Methods	Supporting Document2:	🔎 GRO
├─ ⬛ Previous Claims	Supporting Document3:	Supporting Document Type
├─ ⬛ Previous Once Off Claims	Security Question1:	🔎 What is your favourite sport?
├─ ⬛ Alternate I Ds	Security Question2:	🔎 What is your maternal grandmother's birth surname?
├─ ⬛ Recorded Actions	Customer Details Verified:	X
├─ ⬛ Certificates	Supporting Documents Verified:	X
├─ ⬛ Certifier Certificates	Customers Photo Verified:	X
⊟ ⬛ Activities	Customers Signature Verified:	X
⊟ ⬛ ▬▬▬▬▬▬	Dob Consent Signature Verified:	
├─ ⬛ Check Lists	Voice Biometric:	Voice Biometric
├─ ⬛ Documents	Photo:	📷 Webcam Photo captured on 22/10/2018 17:21:20
├─ ⬛ Recorded Actions	Signature:	✓ Written Signature captured on 22/10/2018 17:22:26
├─ ⬛ Email Addresses	Dob Consent Signature:	I Signature
├─ ⬛ Telephone Numbers	Created On:	22/10/2018
└─ ⬛ Previous Addresses	Expires On:	22/10/2028
	Last Activity:	22/10/2018 17:24:19
	Last Updated By ID:	13305
	Request PSC Card:	X
	Customer Representative:	Customer
	System Checks Complete:	X

2. A project called 'PSC version 2' is currently under development and is expected to cause minor changes to the SAFE registration process following implementation during 2019.

   One of the changes will be that a customer will have the option of having their date of birth displayed on their PSC. In order to opt for this a second signature (for DOB consent) will have to be captured. Following updates to BOMi on 26/10/18 some extra lines will appear on the SAFE promotion screen but these functions will not be activated until PSCv2 is implemented next year. At that stage specific instructions will issue to all SAFE officers.

   Attached are screen shots of what can be expected after 26/10/18 but no further action is necessary at this stage.

Customer:		JANEANNE CONTROL
Customer Representative:		Customer
Safe Level:		Level 2
Usage Name:		Janeanne Control
Mobile Number:		Telephone Number
Sex:		Female
Birth:		
Marriage/Civil Partnership:		
Death:		
Mothers Birth Surname:		Kelly
Household Address:		Shannon Lodge
Nationality:		Ireland
Birth Surname:		Name
Supporting Document1:		Address on file quoted by customer
Supporting Document2:		GRO
Supporting Document3:		Supporting Document Type
Security Question1:		What is your favourite sport?
Security Answer1:		
Security Question2:		What is your maternal grandmother's birth surname?
Security Answer2:		
Photo:		Webcam Photo captured on 22/10/2018 17:21:20
Written Signature:		Written Signature captured on: 22/10/2018 17:22:26
Dob Consent Signature:		Written Signature
Voice Biometric:		Voice Biometric
Created On:		23/10/2018
Expires On:		23/10/2028
Customer Details Verified:		X
Supporting Documents Verified		X
Customers Photo Verified:		X
Customers Signature Verified:		X
Dob Consent Signature Verified:		☐
Mobile Certification Terms And Conditions Signed:		
Password:		
Image Verified:		X
Request PSC Card:		X
By Pass Documentation Validation Reason:		By Pass Supporting Documenation Reason
System Checks Complete:		X

[Save] [Save & Close] [Discard]

It is also visible on the Current SAFE registration

Owner:		JANEANNE CONTROL,
Bus Activity Type:		Safe Registration
Status:		Current
Safe Level:		Level 2
Supporting Document1:		Address on file quoted by customer
Supporting Document2:		GRO
Supporting Document3:		Supporting Document Type
Security Question1:		What is your favourite sport?
Security Question2:		What is your maternal grandmother's birth surname?
Customer Details Verified:		X
Supporting Documents Verified:		X
Customers Photo Verified:		X
Customers Signature Verified:		X
Dob Consent Signature Verified:		☐
Voice Biometric:		Voice Biometric
Photo:		Webcam Photo captured on 22/10/2018 17:21:20
Signature:		Written Signature captured on: 22/10/2018 17:22:26
Dob Consent Signature:		I Signature
Created On:		22/10/2018
Expires On:		22/10/2028
Last Activity:		22/10/2018 17:24:19
Last Updated By ID:		13305
Request PSC Card:		X
Customer Representative:		Customer
System Checks Complete:		X

Enquiries to SAFE Helpdesk Extn: 41794

SAFE Promotion and Level W PPS Numbers

All Level W customers **who have** free travel entitlement can be issued a PSC in their Level W number.

Any Level W customer under the age of 66 who **does not** have entitlement to free travel **cannot** be promoted to Level 2 in their Level W number. Photograph and signature only should be captured for these customers.

All Level W number customers have the choice to change their Level W number.

If the customer agrees to change her number, promote to Level 2 and create Task to escalate to CIS.

Any further queries. please contact the SAFE Rollout helpdesk at EXTN 41794.

Level W Number Customer (same PPS No. as Spouse + W)

N.B. All Level W Number customers should be given the option to change their number.

Give Customer Level W Sheet
Ask the customer if they wish to change their PPS Number

```
YES
```

Bring Customer to Level 2
&
Create a TASK as per CIS Page

```
NO
```

Does the customer have a
Free Travel Entitlement?

```
YES
```

Bring Customer to Level 2
&
Do not create TASK

```
NO
```

Bring Customer to Level 1 ONLY
&
Complete Failure to Progress to
Level 2 on CIS Page
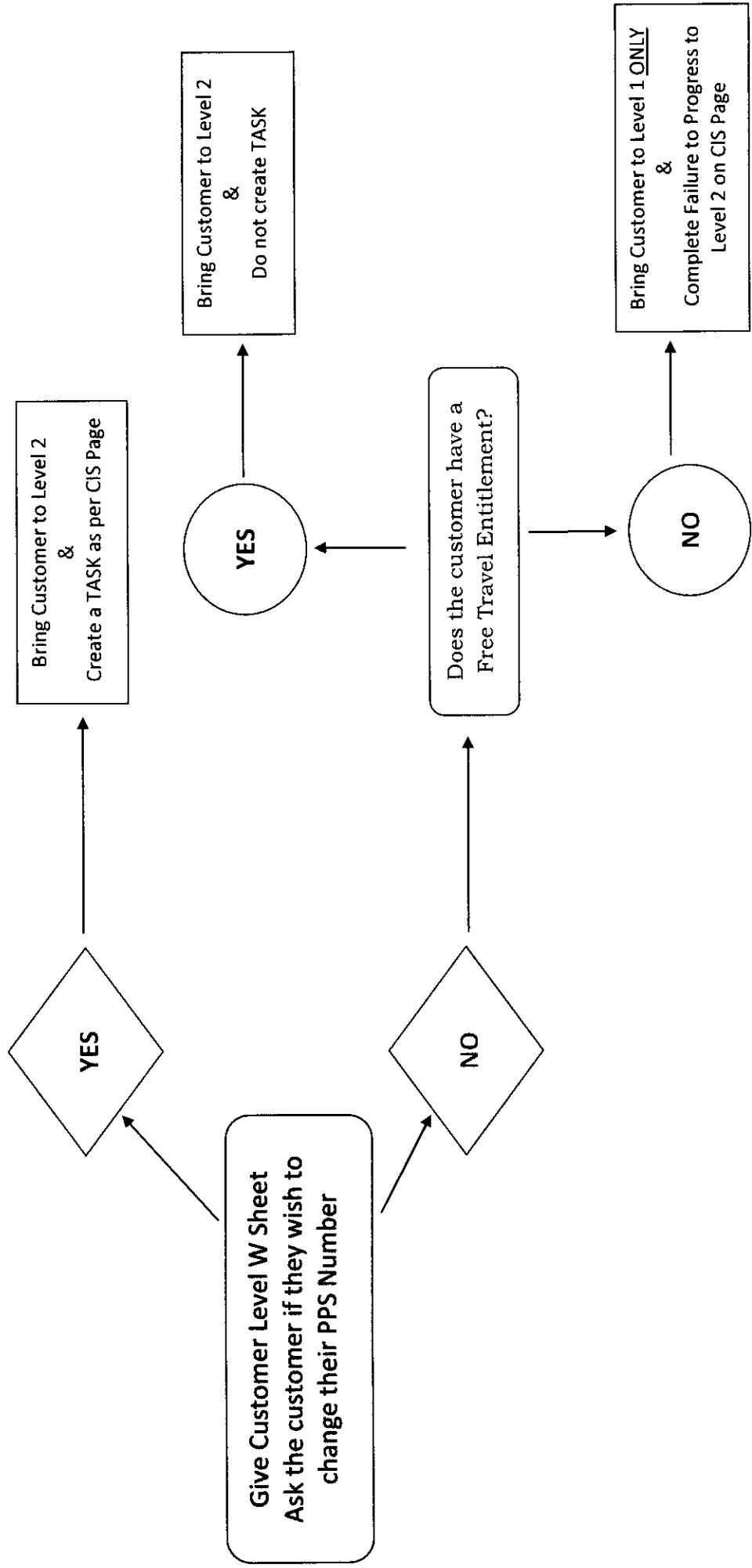
English	#	Irish
What is the middle name of your oldest child?	1	Cad é ainm lár an linbh is sine dá bhfuil agat?
What is your favourite sport?	2	Cén spórt is fearr leat?
What is your maternal grandmother's birth surname?	3	Cérbh é sloinne breithe máthair do mháthar?
What is your oldest child's birth month (eg January)?	4	Cén mhí ar saolaíodh an leanbh is sine dá bhfuil agat (Eanáir, cuir i gcás)?
What primary school did you attend?	5	Cén bhunscoil ar a ndeachaigh tú?
What was the location of your first employment?	6	Cá háit a raibh an chéad phost a bhí agat riamh?
What was the make of your first car?	7	Cén déanamh a bhí ar do chéad charr?
What was the surname of your best childhood friend?	8	Cérbh é sloinne an cara ab fhearr a bhí agat agus tú i do leanbh?
What was your childhood nickname?	9	Cérbh é an leasainm a bhí ort agus tú i do leanbh?
Where was your first holiday	10	Cár chaith tú do chéad saoire?

Cárta Seirbhísí Poiblí
Public Services Card
Éire | Ireland

FT

SLOINNE | SURNAME
Williams Fitzpatrick

IASAINM | FORENAME
Seosaimhín Eilionór

DATA EAGA | DATE OF EXPIRY
14-08-2018

SÍNIU | SIGNATURE

SAFE Promotion Reminders

- Confirm the **Date of Birth** (DOB) - if the DOB is already incorrectly verified on SDM it can be updated while in the SAFE Promotion screen.

- **Address** should only be updated when proof of address is dated within the preceding 3 months. If address is not being changed there is no need to scan.

- Confirm the **Title** of the Customer, update Usage Name and Record Former Names.

- Check the **Civil Status** of the customer as this should not be left blank/unknown.

- Update **Nationality** as per Passport/National Identity Card provided. If an Irish Naturalisation Certificate is supplied then Nationality is Irish.

- Confirm the **Sex** of the customer against the documents presented.

- **Mothers Birth Surname** should be recorded for all customers. For an adopted customer, the Adoptive mothers birth surname is used and will be provided verbally.

- Correct **Birth Surname** should be recorded for all customers.

- **Mobile phone number** can be verified for any country in the world just update the Country Code.

- **Scan** all documents correctly.

Remember, if in doubt – give us a shout !!
SAFE Rollout Helpdesk – ✆ 41794 or 071 9672394

Usage name.

Where a person presents acceptable photo ID, Passport, National ID Card (for EEA citizens other than Irish or UK), Driving licence, or Driver Learner Permit, then the name on the photo ID is the usage name. It should be entered exactly as on the Photo ID. Should a person present 2 acceptable photo IDs, in slightly different names, then either may be used as usage name.

Hyphen usage in names taken from passports presented during SAFE registration.

Normally, where a person presents a passport as photo ID for SAFE registration, the usage name is taken from the machine readable zone (MRZ) on the passport.

However, as hyphens are not used in the MRZ, the name there may not reflect the name used on the biographical page of the passport. An example could be where the name Anne-Marie becomes Anne Marie.

Hyphens may now be used in the usage name where the name on the biographic details page of the passport presented as photo ID for SAFE registration has a hyphen included.

If no hyphen is used on the biographical details page, then the hyphen will not be allowed, and the MRZ details will continue to be used.

Hyphen usage in names taken from Driving licences presented during SAFE Registration.

Where a person presents a Driving licence as photo ID and the name displayed on it is hyphenated, then this will be taken as the usage name.

Requirement to record Birth registered name

The name the customer's birth was registered with must be recorded. This should be taken from the GRO register of births (only of use for Irish born customers), or the Birth or Adoption certificate for Irish or UK born customers. For customers born in other countries, the name on the Photo ID should be entered.

Irish versions of names.

A person is legally entitled to use the Irish version of his/her name. However, it would be expected that this option would have been exercised when obtaining a Passport, Driving Licence or Driver Learner permit, so this will only be an issue where no acceptable Photo ID is presented.

Change of name on Marriage/Civil Partnership.

Where customer has married/entered into a civil partnership, and taken a spouse's surname, and presents with acceptable photo ID issued prior to the marriage/civil partnership, in the **pre-marriage/civil partnership** name, then the spouse's surname may be used as usage name provided that the marriage/civil partnership certificate is checked, either on GRO for Irish marriages/civil partnerships, or the certificate itself examined. Only civil certificates are acceptable. The relationship link must be set up.

Where the marriage name is to be used, the pre-marriage name must be recorded.

A list of countries whose civil partnership certificates are acceptable may be found here:
http://www.inis.gov.ie/en/JELR/Pages/PR13000003

Where a marriage/civil partnership is verified on BOMi and a relationship link exists to the spouse, then that is also sufficient.

Reversion to pre-marriage/civil partnership name.
Where a customer wishes to revert to a pre-marriage/civil partnership name, two years evidence of such usage must be provided.

Acceptable evidence must include two of the following: official communication with a Government Department, Medical Card, Educational Certificate, bank statement, bank card, Utility Bill, Student card or an Employee ID card. The marriage/civil partnership certificate should be checked to verify the pre marriage/civil partnership name.

Divorce or Legal Separation agreement documents or correspondence from a solicitor showing that such a separation or divorce has been initiated will suffice without evidence of usage.

Change of name by Irish deed poll
Where a person obtains an Irish deed poll from the High Court, then that name shall be used as the Usage name without any further evidence of usage. The complete deed poll must be scanned onto the customer record.

Irish deed polls lodged with the High Court will have a stamp similar to this:

Enrolled in the Central Office of the High Court
the _18th_ day of _June_ 2012 200
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usually in the lower right corner of the first page. If there are doubts as to the validity of an Irish deed poll, details of deed polls lodged with the High Court since January 2014 are available here:

http://www.courts.ie/Courts.ie/Library3.nsf/pagecurrent/075D7770C943580680258048005C294B?opendocument&l=en

Earlier deed polls can also be verified. Contact the SAFE rollout help desk in such cases.

Establishment of Usage name by "Use and Repute"

Where a person wishes to use a different name to that on the acceptable photo ID, he or she must establish that the name has been used by him or her for at least two years.

Acceptable evidence must include 2 of the following: official communication with a Government Department, Medical Card, Educational Certificate, bank statement, bank card, Utility Bill, Student card or an Employee ID card. Other supporting evidence may be presented.

Evidence must demonstrate at least two years usage i.e. the date of supporting evidence must go back at least two years from the current date.

Signature.

While it is desirable for a customer's signature and usage name to match, this is not absolutely necessary. A signature is a person's mark. However, customers may experience difficulties using such a PSC when obtaining payment. For this reason, it is recommended, but not compulsory, that the signature matches the usage name.

SAFE Supervisor function

Usage name where no photo ID is produced.

Where a person does not present acceptable photo ID, the SAFE registration will be carried out by a SAFE Supervisor. The usage name will be as on the Birth Registration unless the customer can show evidence of two years usage of a different name.

Acceptable evidence must include 2 of the following: official communication with a Government Department, Medical Card, Educational Certificate, bank statement, bank card, Utility Bill, Student card or an Employee ID card.

Please note that the above are not acceptable for proving identity, but may assist in proving usage name **AFTER** identity has been satisfactorily established.

STOR APP   - NEW INFORMATION FOR SAFE OFFICERS

Please note: The options available for "failure to complete registration" on the Stor App have been changed to reflect requirements by SAFE offices.

Former options;

- o **Failed to attend two or more appointments,**
- o **Failed to provide adequate documentation,**
- o **Customer refused to comply with SAFE Process,**
- o **Customer not ready for progression to SAFE Two,**
- o **Specify your own value (free text box):**

NEW options;

- o **Failed to attend two or more appointments (no contact from customer)**
- o **Unable to attend (illness/incapacity)**
- o **Unable to attend (full time caring/employment/education)**
- o **SAFE 1 (failed to return or has inadequate documents)**
- o **SAFE Supervisor not satisfied to promote customer**
- o **Customer refused to comply with SAFE process**
- o **Post returned/gone away**
- o **Level W, under 66 (does not want to change number)**

The new options are based on a breakdown of reasons entered by SAFE officers in '**specify your own value'** on the Stor app. The '**other comments'** box remains and should be used to provide additional information on the reason selected. For example when selecting the '**Unable to attend (illness/incapacity/age)**' the additional information inputted by the SAFE officer will allow CIS staff to determine if the customer should be placed in temporary or permanent quarantine (please see note below re quarantine).

It is important that any relevant information available to the SAFE officer is inputted on the Stor app to assist CIS staff (and deciding officers in scheme areas) in determining the appropriate action to take.

Quarantine cases

CIS Roscommon uses 2 options within the existing Quarantine menu in order to exclude certain customers from being issued with SAFE invites. The two options are as follows:

Permanent: Their current circumstances mean that they should not be called for SAFE 2 registration for the foreseeable future.

Temporary – A SAFE invitation will not issue for the next 12 months.

NB Neither category prevents a SAFE registration if the customer circumstances should change and they present themselves at a SAFE station.

CIS staff place customers in quarantine based on information provided on the STOR app.

Screenshot of new options

All Stor app users are also reminded of the following:

➢ Please ensure that the correct PPS Number is entered on the report. In some cases the customer cannot be traced and the report has to be closed without any action being taken;

➢ Please enter the correct SAFE location code (not payment location code).

➤ Please **do not** put any case into temporary/permanent quarantine – this process should only be carried out by nominated staff within CIS – strict criteria apply. Periodic reviews of cases being inserted into quarantine by officer will be carried out to ensure that this is being complied with.

➤ Please **do not** close any Stor app reports (CIS staff do this after taking the appropriate action).

WHAT SHOULD NOT BE RECORDED ON THE STOR APP

➤ Where the customer has only failed to attend one appointment; they must have failed to attend two or more appointments.

➤ Where the customer has been asked to return with further documentation within a certain time frame, a report should only be entered if the customer fails to return.

➤ When a customer has two PPS Numbers, do not enter a report on the STOR app or enter a case note on SDM. The proper procedure is as follows:
Promote the customer on the PPS Number with the most recent contributions.
Bring the customer to SAFE level 2, untick the request PSC box.
Create a task to the org unit CIS Card & SAFE Escalation.

If you have any questions about customers with 2 or more PPS Numbers, please contact the SAFE rollout helpdesk.

➤ If a customer wishes to reschedule an appointment they should be accommodated locally. Where someone wishes to nominate a more convenient SAFE Registration location, such cases should be emailed to Mandy Furey and Karen Jennings at CISGANDON@welfare.ie .

USE OF THE STOR APP MAIL BOX

There is a facility for SAFE officers/supervisors/scheme area staff to use the CIS Roscommon mail box (SAFE_STORAPP@welfare.ie) in circumstances where they feel the customer urgently needs to be quarantined, such as in the following instance:

A (DNA) notification issues from Roscommon to a scheme area for e.g. a local office. As a result of follow up action arising from the notification, the LO/SAFE officer is made aware that the customer is not able to attend for SAFE registration for a specific reason (e.g. medical). Rather than inputting this case (again) on the Stor app, the officer should email the details about such cases to SAFE_STORAPP@welfare.ie. Officers in CIS Roscommon will then take the appropriate action i.e. place in quarantine, enter a case note etc. The

advantage of this is that such cases will be easily identifiable and can be dealt with in a timely manner.

However it is important the mail box is only used for cases like the one outlined above in particular those that had already been logged on the Stor app before and now require urgent action to be taken.

INVITE LETTERS NOT VISIBLE ON THE BOMi

A concern has been highlighted by some scheme/payment areas where the SAFE invite letter that issued to the customer is not visible on the BOMi. This may be due to local scheduling arrangements.

CIS have been advised that copies of the original invite letters can be made available by the relevant SAFE office to deciding officers if required. CIS want to bring this to the attention of SAFE officers in the event that you receive such requests.

If you have any specific enquiries regarding this information note please contact:

Irene Hickey HEO (Irene.hickey@welfare.ie) **Ext 41579**

Edel Mc Gloin AP (Edel.mcgloin@welfare.ie) **Ext 41656**

CIS Compliance

Carrick-on-Shannon

Co Leitrim

(41)

SAFE Supervisor Template

Customer Name: _____   **Customer PPS No.:** _____

Question	Answer (as per Department records/documents provided)	Customer Response	
		Correct	Incorrect
The following questions are mandatory for all customers			
First name(s)			
Surname			
Birth surname			
Former name(s) if any			
Date of birth			
Mother's birth name			
Father's name			
Parent's address when born			

Provide answers for as many as possible of the following

Date of entry into employment			
Date of marriage			
Current address			
Previous address(es)			
Who else lives at your address			
Name of spouse/partner			
Names and dates of birth of children			
Previous claim details			
What LO issued you with your PPS No.?			
Current rate of payment?			
PO currently being paid at?			
Did you ever sign on at another LO? If so, where?			
Have you ever claimed BASI? If so, where?			
Most recent employer			
Name some previous employers			
Dates of above employments			
UK National Insurance No.			
Other (please specify)			

Supplementary Documents Supplied by Customer

(please tick box of documents supplied)

- ☐ Expired Passport/Driving Licence
- ☐ Bank statement/Credit Card statement/Credit Union/Post Office A/C
- ☐ Wage Slip/P60/P45
- ☐ Junior/Leaving/College Results/Other qualifications, e.g. FÁS course
- ☐ Marriage Certificate
- ☐ Birth certs for children
- ☐ Tenancy agreement/Deeds/Rent receipts/Rent receipts if Council owned
- ☐ Utility Bill – ESB/Bord Gais/Sky/Oxigen, etc.
- ☐ TV Licence
- ☐ Property Tax Letter
- ☐ Septic Tank Letter/Confirmation of Tank Registration
- ☐ Social Services Card/Medical Card/ATM card/PrePay cards
- ☐ Temporary Release Form/Prison Card
- ☐ Garda Age ID/College ID/Safepass
- ☐ Letter from GP confirming customer registered with practice
- ☐ Letter from HSE/Hospital appointment
- ☐ Letter from College confirming enrolment there if customer has just left school
- ☐ House insurance letter
- ☐ Letter from Solicitor – if divorced/separated does customer have correspondence from Solicitor or Maintenance/divorce papers
- ☐ Polling Card (recent referendum)
- ☐ Other......Please Specify

_____

_____

All supporting documents must be scanned

_____
Supervisor Signature

Supervisor Role.

The SAFE officer will carry out the initial SAFE registration of customers.

However, there will be occasions when the SAFE Supervisor will be required to intervene/assist.

Non-compliant image

The SAFE officer should make several attempts to obtain a compliant photograph, by changing the lighting and positioning of the customer.

When the SAFE Officer cannot get a compliant photo s/he must accept non-compliant image by checking the box on the photo capture screen and then close the software.

How to Accept a Non-Compliant Image

The SAFE Supervisor **MUST** look at the photo image and ensure it is:

1. Cropped (i.e. only the customer's face visible – not their torso)

2. The customer is looking straight at the camera

3. Hair is not obscuring the face

4. Glasses are not being worn

5. Headdresses which obscure the face have been removed

6. The background of the photo should clear

1

RC on Photo Captured and LC on View

Customer:	👤 Mary Control,
Customer Representative:	Customer
Safe Level:	🔑 Level 1
Usage Name:	Mary Control
Sex:	Female
Birth:	
Marriage:	
Death:	
Mothers Birth Surname:	O'Kennedy
Household Address:	C O K Reynolds Psc
Nationality:	Ireland
Birth Surname:	Murphy
Supporting Document1:	🔑 GRO
Supporting Document2:	🔑 Passport
Supporting Document3:	🔑 Utility Bill
Security Question1:	🔑 What is the middle name of your oldest child?
Security Answer1:	Mary
Security Question2:	🔑 Where was your first holiday?
Security Answer2:	Carrick on Shannon
Photo:	Photo View
Written Signature:	Signal Recapture
Voice Biometric:	Voice Update Photo Expiry Date...
	Who Updated This Object Last
Created On:	18/10/20 Clear association
Expires On:	18/10/20 Refresh
Customer Details Verified:	✗
Supporting Documents Verified:	✗
Customers Photo Verified:	✗
Customers Signature Verified:	✗
Mobile Certification Terms And Conditions Signed:	
Password	○○○○○○○○○○
Image Verified:	
Request PSC Card:	✗
By Pass Documentation Validation Reason:	By Pass Supporting Documenation Reason
System Checks Complete:	✗

Save   Save & Close   Discard

Menu for object Photo Captured

2

Once the Supervisor is satisfied that the photo is acceptable s/he should RC on the grey bar and LC on Verify Non Compliant Image
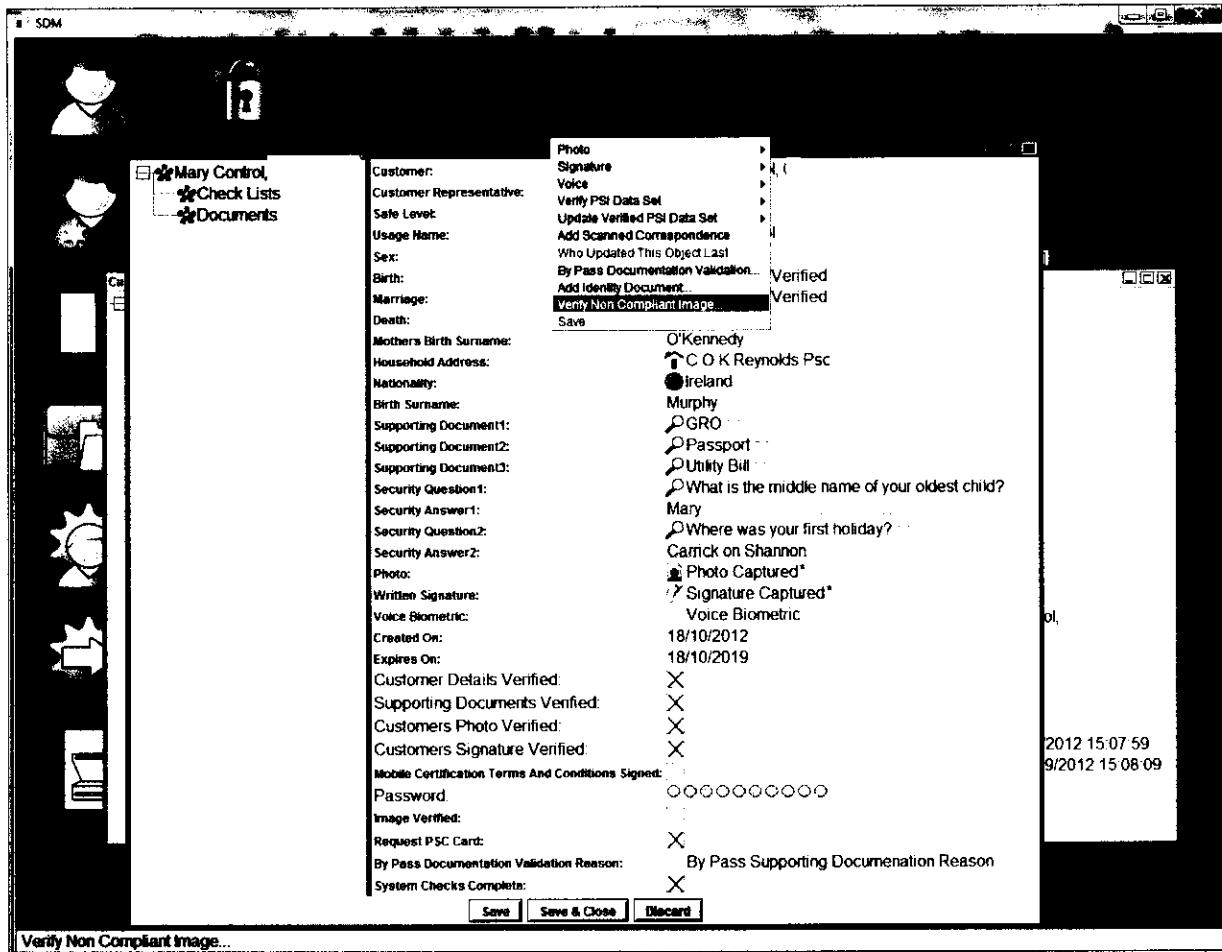
The Verify Non Compliant Image box will appear and the Supervisor must insert Username (the name they use to log onto SDM) and their Certificate Password and LC OK
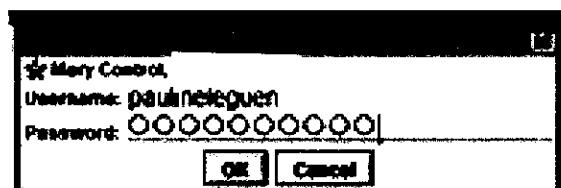
The Image Verified box will automatically be ticked and the SAFE Officer can then LC Save & Close.
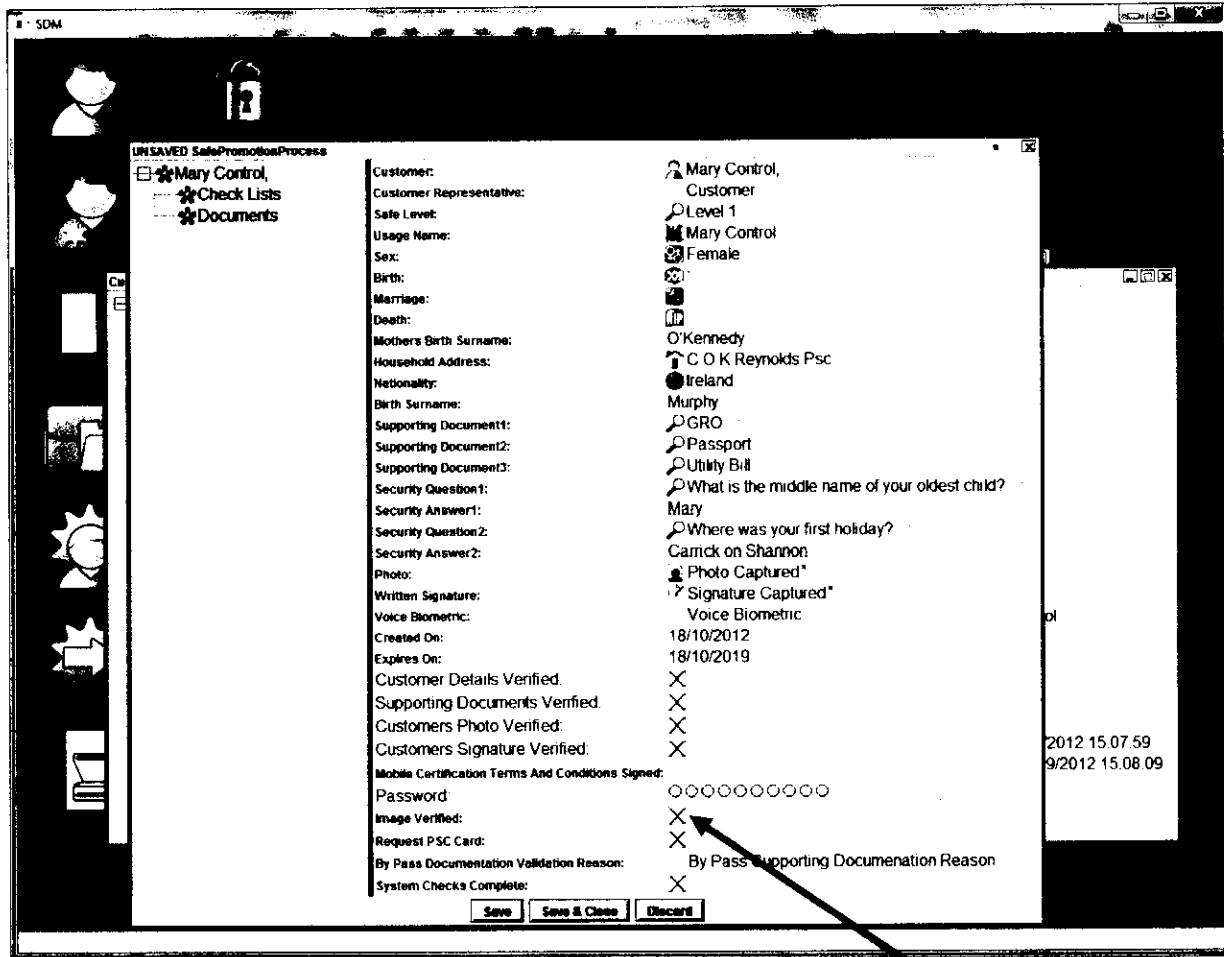
Image Verified Box automatically ticked

A customer has no acceptable photo ID.

*All customers from outside Ireland and the United Kingdom, **must** present a valid passport or national ID card and **must not** be promoted to SAFE 2 without one of these documents. Consequently, only Irish or UK citizens who present with no photo ID may be promoted to SAFE 2.*

In cases where such a customer presents with no photo ID, the SAFE officer will take the customer's photo and signature and save at SAFE Level 1. They will then hand over the customer to the SAFE Supervisor. The SAFE supervisor will check what documents the customer has, carry out background checks, question the customer on his/her Social Welfare and work history, family relationships.

Suggested security questions for identity verification using the Department's systems:

- Date of Birth
- Date of Marriage
- Date of entry into employment (what year did you start working or age when you first paid PRSI)
- Most recent employer
- Previous address(es)
- Previous Claim details (IB, carers etc.)
- What Local Office issued you with your PPS Number
- Who else lives at your address
- Mother's birth surname
- Mother's date of birth
- Fathers name
- Father's date of birth
- Names of siblings
- What rate of payment are you getting
- What was your most recent occupation
- What Post Office are you getting paid at
- Did you ever sign on at another LO
- List your dependents in age order and check DOBs
- Have you ever claimed a payment from a CWO
- Who was your registered employer for specific dates
- Name some other previous employers
- National Insurance number (NINO)

Any incorrect or negative reaction to questioning should lead to more detailed questioning such as:

- describe how you got from home to place of employment
- how many other employees work there
- what type of work is done there

5

To check UK and Northern Ireland birth certificates please refer to the Link on the PSC/SAFE Rollout page on Stór.

While SAFE officers cannot accept an Irish or UK passport which is more than 12 months out of date, such a document would carry weight in verifying a customer's identity. A customer may present documents, which while not suitable for Photo ID in themselves, may be of use in backing up statements s/he has made. For example, if a customer had been in employment with a company (per Department's records) and presented that company's ID card, that would be useful evidence. Another possibility could be where s/he had been employed in a town and presented a library/Video shop card from that area in his/her name. A person could present certificates from State examinations in their name. S/he should also be able to answer questions about immediate family where living at home. Where a SW Inspector visit had occurred in the past, the customer should be aware of and able to answer questions about that visit.

Where a customer was allocated a PPS Number from a PPS Number allocation centre, then a scanned image of the REG1 document completed at that time may be available. Details of such images can be found through the link on the PSC/SAFE Rollout page on Stór.

Following such an interview, if the SAFE supervisor is satisfied of that person's identity, s/he should use the "Bypass documentation validation" facility and enter a case note stating that an interview has been carried out.

Doubts arise as to validity of documents presented

Where doubts arise as to the validity of documents presented, either because of doubts regarding the identity of the person (e.g. photo looks different) or possible alteration of the document, or doubts regarding whether document is genuine, the documents should be retained by the SAFE officer and the documents then examined by the supervisor (SAFE officer will then be able to carry on with other SAFE registrations). Details on how to examine identity documents are available through the link on the PSC/SAFE Rollout page on Stór.

If, following an examination, doubts still arise, CIS Control can examine the scanned document and may be able to make a call on the document. Alternatively, it may be necessary to retain the document and send it to CIS. Legal provision exists to retain documents for up to 21 days. The customer should be given a receipt for the document.

If after this process, the officer is still not satisfied with the customer's identity, the customer **should not** be promoted to SAFE 2 and a SW Inspector visit to the customer could be considered.

FORM REG1 DOCUMENT RECEIPT:

Name of
Applicant: _____

Address: _____

For the purposes of establishing your nationality and/or identity the document(s)
listed below have been retained for a period not exceeding 21 days.

	Reference No. **on document:**	**Official** **Stamp**

Birth Certificate _____

Passport _____

National Identity Card _____

Immigration (GNIB) Card _____
(Card issued by the Office of the Refugee Applications Commissioner)

Other (details required): _____

I acknowledge the document(s) listed above have been retained in accordance with
the provisions of the Social Welfare and Pensions Act 2007.

Applicant's signature _____   Date ___/___/___

Officer's signature _____   Date ___/___/___

*The SAFE Supervisor **MUST** perform the SAFE Promotion under their own SDM Login.*

To open a SAFE promotion where photo and signature have already been captured, open the customer screen, RC on the grey bar and LC on Safe Promotion

Enter/update PSI Dataset in the normal way.
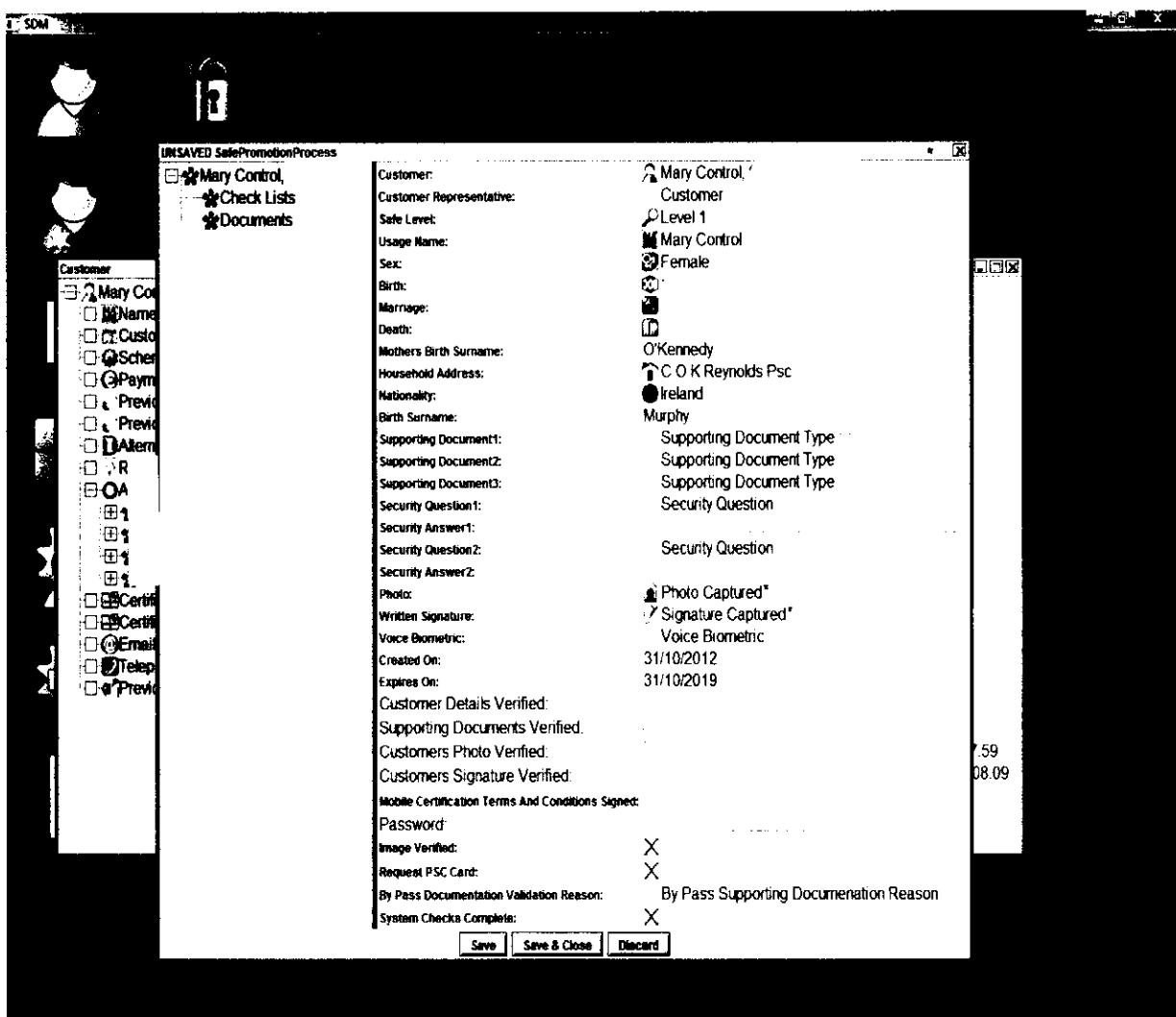
*Customers who are being promoted without Photographic ID **must** have a Birth/Adoption Certificate or be checked on GRO and **must** present Evidence of Address. These two options can be selected as Supporting Documents 1 & 2.*

The Security Questions can be asked and answers inserted.

|	
Customer:	Mary Control, Customer
Customer Representative:	
Safe Level:	Level 1
Usage Name:	Mary Control
Sex:	Female
Birth:	
Marriage:	
Death:	
Mothers Birth Surname:	O'Kennedy
Household Address:	C O K Reynolds Psc
Nationality:	Ireland
Birth Surname:	Murphy
Supporting Document1:	GRO
Supporting Document2:	Address on file quoted by customer
Supporting Document3:	Supporting Document Type
Security Question1:	What is the middle name of your oldest child?
Security Answer1:	Mary
Security Question2:	What is your favourite sport?
Security Answer2:	Table Tennis
Photo:	Photo Captured*
Written Signature:	Signature Captured*
Voice Biometric:	Voice Biometric
Created On:	31/10/2012
Expires On:	31/10/2019
Customer Details Verified:	X
Supporting Documents Verified:	X
Customers Photo Verified:	X
Customers Signature Verified:	X
Mobile Certification Terms And Conditions Signed:	
Password:	OOOOOOOOO
Image Verified:	X
Request PSC Card:	☒
By Pass Documentation Validation Reason:	By Pass Supporting Documenation Reason
System Checks Complete:	X

Save | Save & Close | Discard

Save & Close - A supporting document with photo ID is required

The Supervisor should then RC on the grey bar at the top of the Safe Promotion Screen and LC "ByPass Document Validation" option.

The Bypass Document Validation Screen will appear and depending on the interview/research done by the Supervisor or Supplementary documents provided by the customer, one of the following three options should be selected:

- Customer details checked against previous interaction

- Supervisor satisfied as to customers ID

- Supplementary documents provided

The SAFE Promotion can then be Saved & Closed.

*A Case Note **MUST** then be entered on the Maintenance Case on the Customer Screen. This is a Free Text box and the Supervisor should enter details of background checks, etc, that s/he has done to satisfy themselves as to the identity of the customer.*

If Supplementary documents/out of date identity documents are provided these should be scanned onto the customer's record.

How to add a Case Note

- LC and expand Customer Cases
- RC on Customer Maintenance case item (always make sure it is the item that has MAINT in the title)
- A drop-down menu is displayed
- LC on Add Case Note
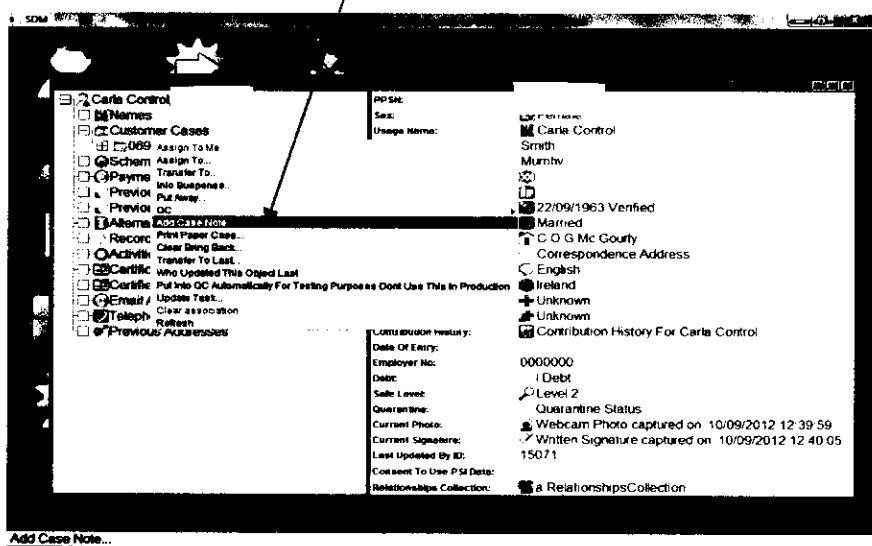
- The Add Case Note box appears
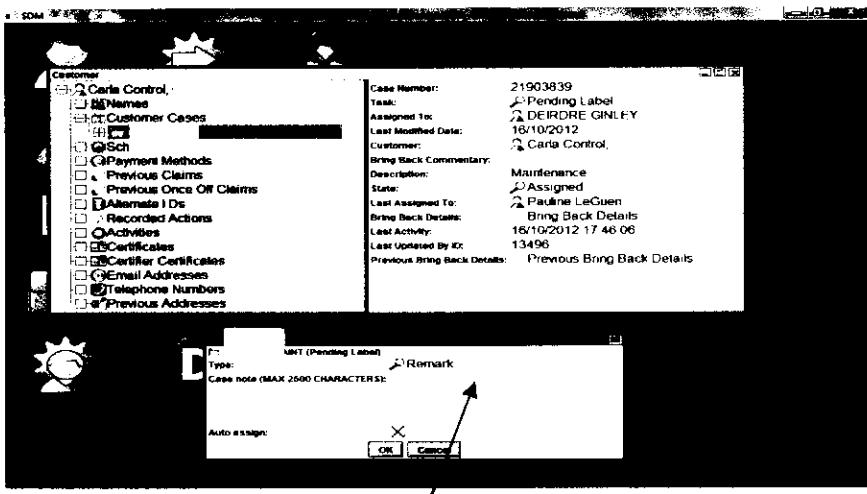
- Enter your commentary
- LC OK

How to view a Case Note

- LC and expand Customer Cases
- LC and expand the Maintenance Case
- LC and expand Contents
- LC on Case note
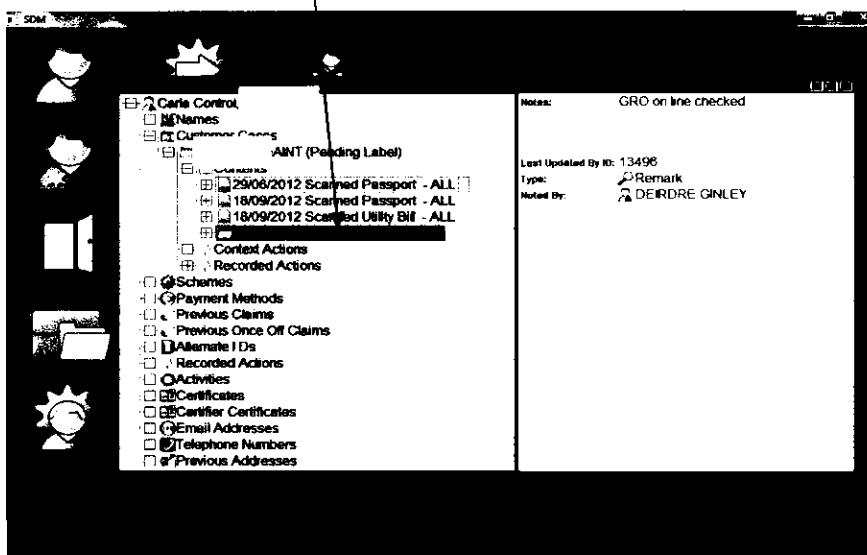
- The following screen is displayed showing contents of case note
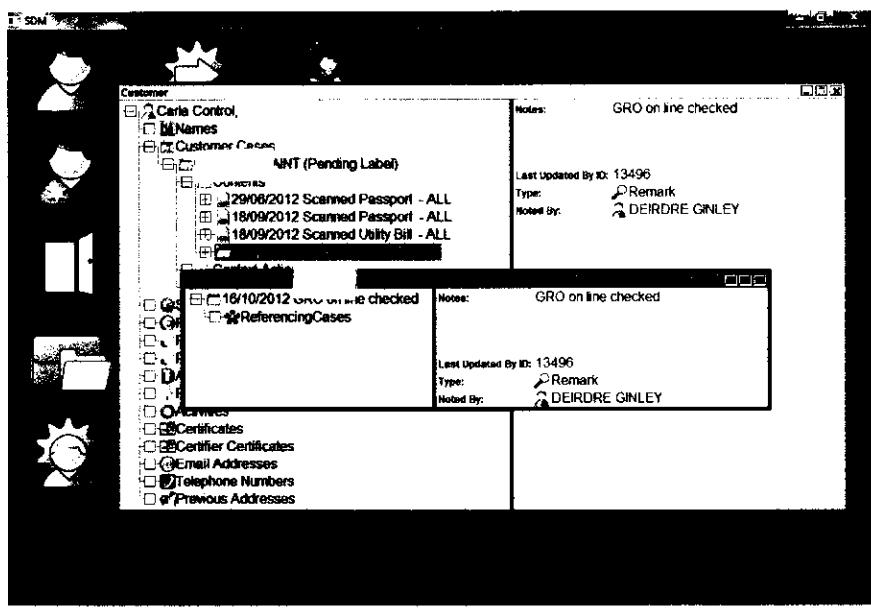
The Bypass Document Validation shows up as a Recorded Action

*In cases where customers are promoted to SAFE Level 2 without the Bypass Document Validation being used or where a case note has not been enetered, CIS **will** cancel the PSC request and Demote the customer to SAFE Level 1 – which will mean the customer will have to be re-called and interviewed by a Supervisor.*
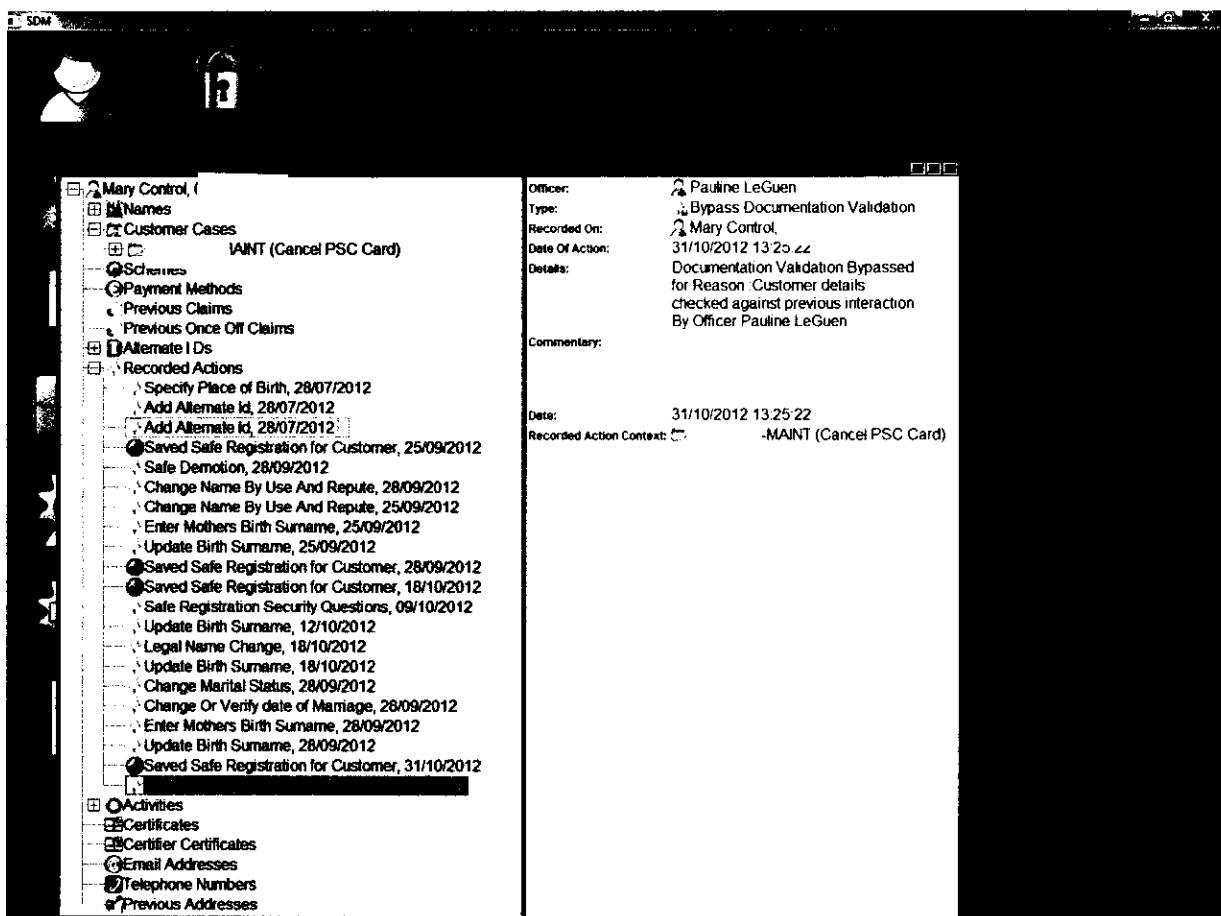
Customer cannot be located on GRO (claims Irish Birth and not an adoption case)

If all avenues of searching have been carried out on GRO and have failed to yield a result, it may be a case that the birth cert has been recorded incorrectly on GRO. The GRO helpdesk should then be contacted at 1890200098.

If a customer brings in a short version of an Irish birth cert and the long version cannot be found on GRO, please check the number of entry on the birth cert. If the number of entry on the short version of the birth cert is above 500, then it is probably a case that this person has been adopted and s/he may not know this. See Adoption cases below.

Adoption cases

A customer who has been adopted needs to present his/her adoption certificate before s/he can be SAFE promoted. This is so that the name registered on the adoption cert can be recorded. This will usually be handled by a SAFE Officer. Adoption Certificates may be obtained from the GRO, or alternatively an on-line certificate service is available at http://www.hse.ie/lifeevents/

It may occur that a person will present for SAFE registration and not be aware that s/he has been adopted. The Adoption Authority have advised that they do not have guidelines for dealing with such cases. With regard to telling a person that s/he is adopted, there are really no hard and fast rules for these situations as the individual circumstances can vary so much. Their best advice is to refer him/her to the adoptive family saying something like "sorry, I cannot find your birth record. Could you check the details when you go home and return with your certificate". Should a staff member subsequently be contacted by an adult who has only just become aware of his/her adoption, the staff member can refer him/her to the Adoption Authority for advice/counselling.

Many of them will also be interested in tracing their birth family which the Adoption Authority can provide assistance with.

The Adoption Authority of Ireland
Shelbourne House, Shelbourne Road , Dublin 4.
Main Switchboard: 01-2309300
Main Fax: 01- 6671438
Duty Social Worker: 01-2309306 **(Social Work Counselling Calls Only)**
E-mail: info@aai.gov.ie
Website: www.aai.gov.ie
Opening Hours : Monday to Friday 9.30am to 1.00pm.
Personal callers by appointment only.

Usage name

The usage name will be as on the Birth Registration unless it appears on an Identity Document, however, if the customer does **not** present an Identity Document they must be referred to a SAFE Supervisor. If the customer can then show usage of a different name in two forms then this name may be used but all former names **must** be recorded.

Acceptable usage forms may include 2 of the following: official communication with a Government Department, Medical Card, Educational Certificate, bank statement, bank card, Utility Bill, Student card or an Employee ID card.

A customer who cannot activate their PSC

PSCs are activated by telephoning Conduit (the service provider) on 1890 837000 and answering some security questions through Irish or English. Where a person cannot use a telephone, then s/he cannot activate a PSC. Similarly where a person's command of Irish or English is not sufficient to understand the questions over the telephone or answer them, then s/he cannot activate a PSC.

In such circumstances, an email should be sent by staff member to SECT_REG3@welfare.ie listing the customers name, PPSN and contact phone number. CIS Card Management will then contact the customer directly with a view to activating the PSC.

To check if a driving licence has been issued for a PPS Number

Single Customer View.

The PPS Number checker on the Single Customer View may be used to check if a customer has a Driving Licence.

Enter https://scv.gov.ie/datachecker/ppsncheck/ in the address bar of Internet Explorer

Enter the PPS Number, name and date of birth of the customer – do not enter the address.

Untick the boxes for Welfare, HSE and Agriculture, leave the box "Drivers" ticked.

Then click on "Check details".

If the screen returned says:

Data Verified

✔

✅ The following details have been verified

PPSN :

Name :   AN Other

Date Of Birth :   26-07-1976

Checked Against: Drivers

Data last updated: Aug. 8, 2012

Date : 23rd August 2012 14:40

Check Another

Then it can be taken that a driving licence has been issued to that customer.

Please note that where the Single Customer view does not return "Verified" a driving licence may still have been issued to the customer.

PPS Numbers were not verified by the Driving licence authorities, so an error by the customer in quoting his/her PPS Number would not have been picked up at that stage.

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Application form for
Personal Public Service Number

Part 1 — Your own details

1. **Title:** (insert an 'X' or specify)   Mr. ☐   Mrs. ☐   Ms. ☐   Other ☐☐☐☐☐☐☐

2. **Surname:**

3. **First name(s):**

4. **Birth first name(s):**

5. **Birth surname:**

6. **Your mother's birth surname:**

7. **Your date of birth:**

8. **Your gender:**   ☐ Male   ☐ Female

Contact Details

9. **Your address:**

10. **Your telephone number:**

11. **Your email address:**

Declaration

I declare that all the information I have given on this form is accurate.

Signature (not block letters)   Date: ☐☐ ☐☐ **2 0** ☐☐

Signature of witness (not block letters)   Date: ☐☐ ☐☐ **2 0** ☐☐

Part 1 continued   Your own details

12. Are you?

☐ Single   ☐ Cohabiting

☐ Married   ☐ In a Civil Partnership

☐ Separated   ☐ A surviving Civil Partner

☐ Divorced   ☐ A former Civil Partner

☐ Widowed   (you were in a Civil Partnership
that has since been dissolved)

13. If you are married, in a civil partnership or cohabiting, from what date?

14. Please state your spouse's, civil partner's or cohabitant's details:

Surname:

First name(s):

PPS No.:

15. Please state the reason why you require a PPS Number?

16. Your nationality?

17. Country you were born in?

18. If born in the Republic of Ireland, what county were you born in?

19. Name of the most recent country (before the Republic of Ireland) in which you were employed, educated, registered or from which you were receiving a pension, benefit payment or allowance?

20. Your social security, personal or registration number in that country?

21. If you lived or worked in the Republic of Ireland up to 1979, what was your Irish National Insurance Number?

22. If you previously lived in Ireland, please state your address at that time:

Explanations and terms used in this form are intended as a guide only and are not a legal interpretation.

Application form for

Personal Public Service Number

(for child aged under 18)

Part 1 — Child's details

1. **Title:** (insert an 'X' or specify)   Mr. ☐   Mrs. ☐   Ms. ☐   Other ☐☐☐☐☐☐☐☐

2. **Surname:**

3. **First name(s):**

4. **First name as it appears on the birth certificate:**

5. **Birth surname:**

6. **Mother's birth surname:**

7. **Date of birth:**

8. **Please state the reason why a PPS Number is required:**

9. **Country of nationality:**

10. **Country of birth:**

11. **If born in the Republic of Ireland, county of birth:**

12. **Name of the most recent country (before the Republic of Ireland) where the child was educated, registered or receiving a benefit payment or allowance:**

13. **Child's social security, personal or registration number in that country:**

14. **Where the child previously lived in Ireland, please state the address at that time:**

Declaration by Parent, Foster Parent, Guardian or School's Nominee

I declare that the information given by me on this form is truthful and complete. I understand that if any of the information I provide is untrue or misleading I may be prosecuted.

Date: ☐☐ ☐☐ **2 0** ☐

Signature (not block letters)

Warning: If you make a false statement or withhold information, you may be prosecuted leading to a fine, a prison term or both.

Part 2

Parent, Foster Parent, Guardian's or School's Nominee's details

15. Your PPS No.:

16. Title: (insert an 'X' or specify)

Mr. ☐   Mrs. ☐   Ms. ☐   Other

17. Surname:

18. First name(s):

19. Your relationship to the child named in Part 1:

Contact Details

20. Your address:

21. Your telephone number:

22. Your email address:

For official use only

Documents confirming the relationship between the applicant and the child been seen and scanned:

Birth certificate for parents ☐ Yes   ☐ No

Official papers for foster parent or guardian
☐ Yes   ☐ No

Letter of enrolment for school's nominee
☐ Yes   ☐ No

Explanations and terms used in this form are intended as a guide only and are not a legal interpretation.

OK 09-18

Application form for

Consent for under 18 SAFE registration

The Public Services Card (PSC) has been introduced to assist people in accessing a range of government services.

Where the person requires a PSC and is under 18 years of age on the date of registration, they must be accompanied at the registration by a parent, guardian or school nominee, and the declaration below **MUST** be completed.

Part 1 — Your own details

1. Are you the child's: (insert an 'X')

☐ Parent

☐ Guardian

☐ School nominee

2. Your PPS No.:

3. Title: (insert an 'X' or specify)

Mr. ☐   Mrs. ☐   Ms. ☐   Other

4. Surname:

5. First name(s):

6. Your date of birth:

Contact Details

7. Your address:

8. Your telephone number:

9. Your email address:

Declaration

I give permission to the Department of Employment Affairs and Social Protection for the child named in **Part 2** to have a SAFE registration carried out, including their photo taken, and signature captured, for the purposes of applying for a Public Services Card.

Date: **2 0**

Signature (not block letters)

Part 2

10. PPS No.:

11. Title: (insert an 'X' or specify)

Mr. ☐   Ms. ☐   Other

12. Surname:

13. First name(s):

14. Date of birth:

15. Address:

Answer this question only if you do not live together.

Explanations and terms used in this form are intended as a guide only and are not a legal interpretation.

Public Services Card – Free Travel Information
Using your PSC + FT across the public transport network - Integrated Ticketing System (ITS)

Q   What services can I use with my Public Services Card Free Travel (either as a flashpass and on the ITS?

A   The Public Services Card Free Travel is accepted by all transport operators that are part of the Free Travel Scheme.

These include
All Dublin Bus services (except Nitelink and Airlink premium airport bus service)
Bus Éireann city services and long distance services (with the exception of tour or special bus services)
All Iarnród Éireann services including DART, Commuter Rail and Intercity
All Luas services
Certain private bus and ferry services
Certain cross-border services between the Republic of Ireland and Northern Ireland
Certain services within Northern Ireland (if you are over 66 & hold a Senior Smartpass card)

Q   How do I use my PSC FT?

A.   Your PSC FT has an electronic chip that allows the PSC FT to act in the same way as a LEAP card on the integrated ticketing system. The integrated ticketing system for PSC FTs has recently been 'turned on'.

From now on, the PSC FT can and should be used on the integrated ticketing system across the public transport network.

If the public transport you are using does not have the integrated ticketing system then your PSC FT will be used as a 'flashpass' i.e. shown to the driver/inspector as before.

Q.   Will un-activated cards fail to scan?

A.   No, PSC FTs that have yet to be activated will work on the integrated ticketing system

Q. **If a card fails to scan, is this a problem with the card or the scanner?**

A. It could be either. As a precaution the PSC FT should be replaced.

Q. **Should we replace cards that are failing to scan on the buses?**

A. Yes.

Q. **What information does the driver see when I tag on?**

A. The information displayed from the electronic chip is type of FT the person is entitled to (e.g. personal only, personal and spouse, companion), and the expiry date of free travel. The expiry date of free travel may differ to the expiry date of the card which is shown on the front of the card.

PSC Renewal Process Guide

Open Customer Screen
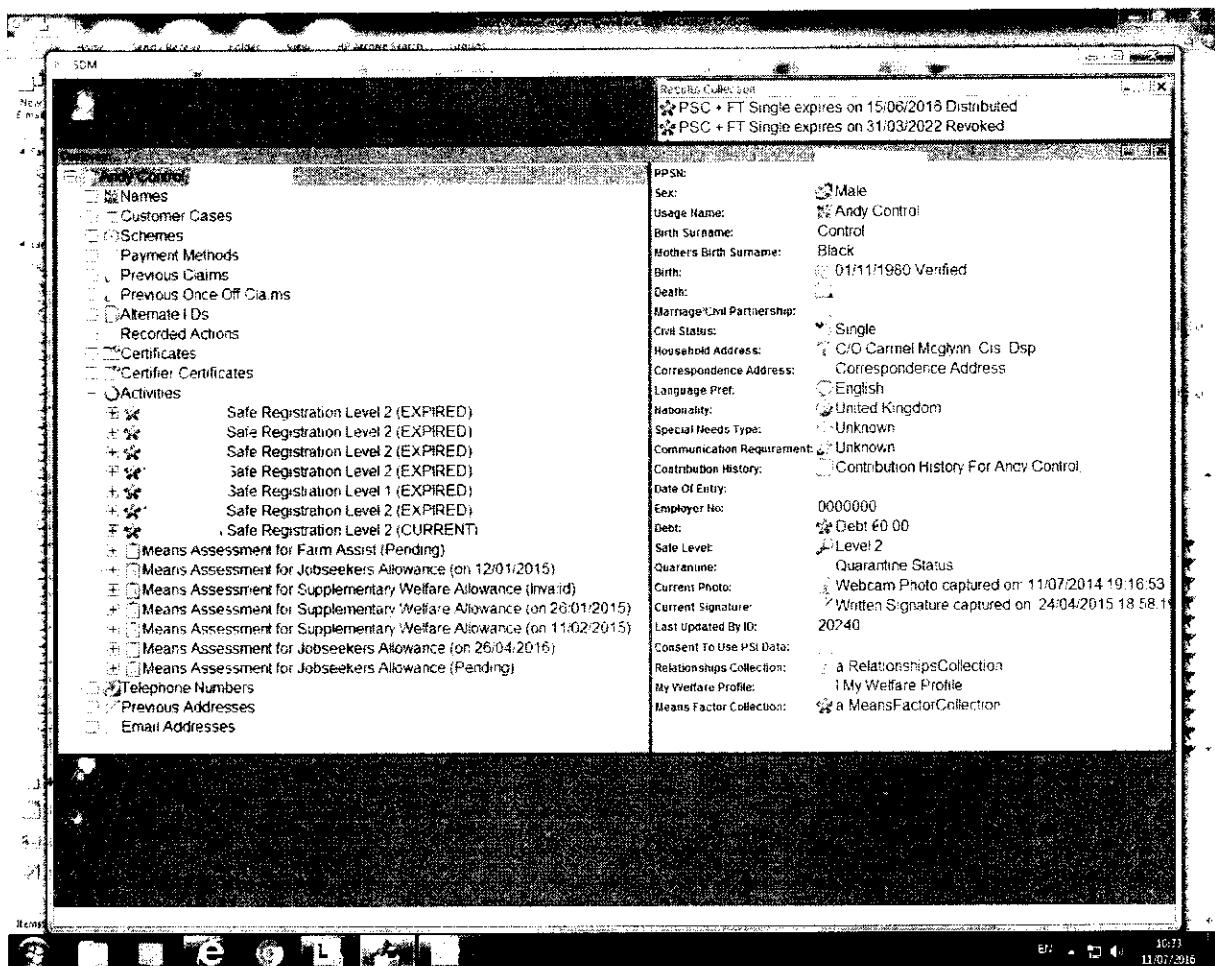
Under Activities, right click on the Current Safe Registration. A new option is added called 'Renew Safe Promotion'
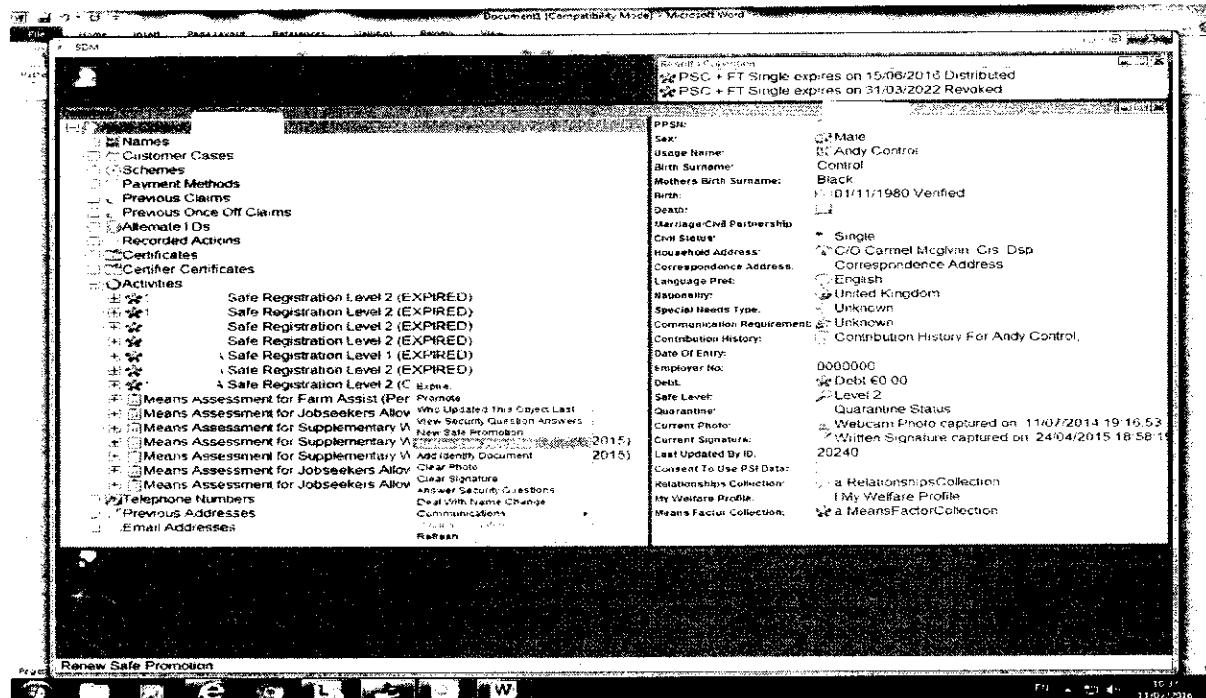

Select Renew Safe Promotion option
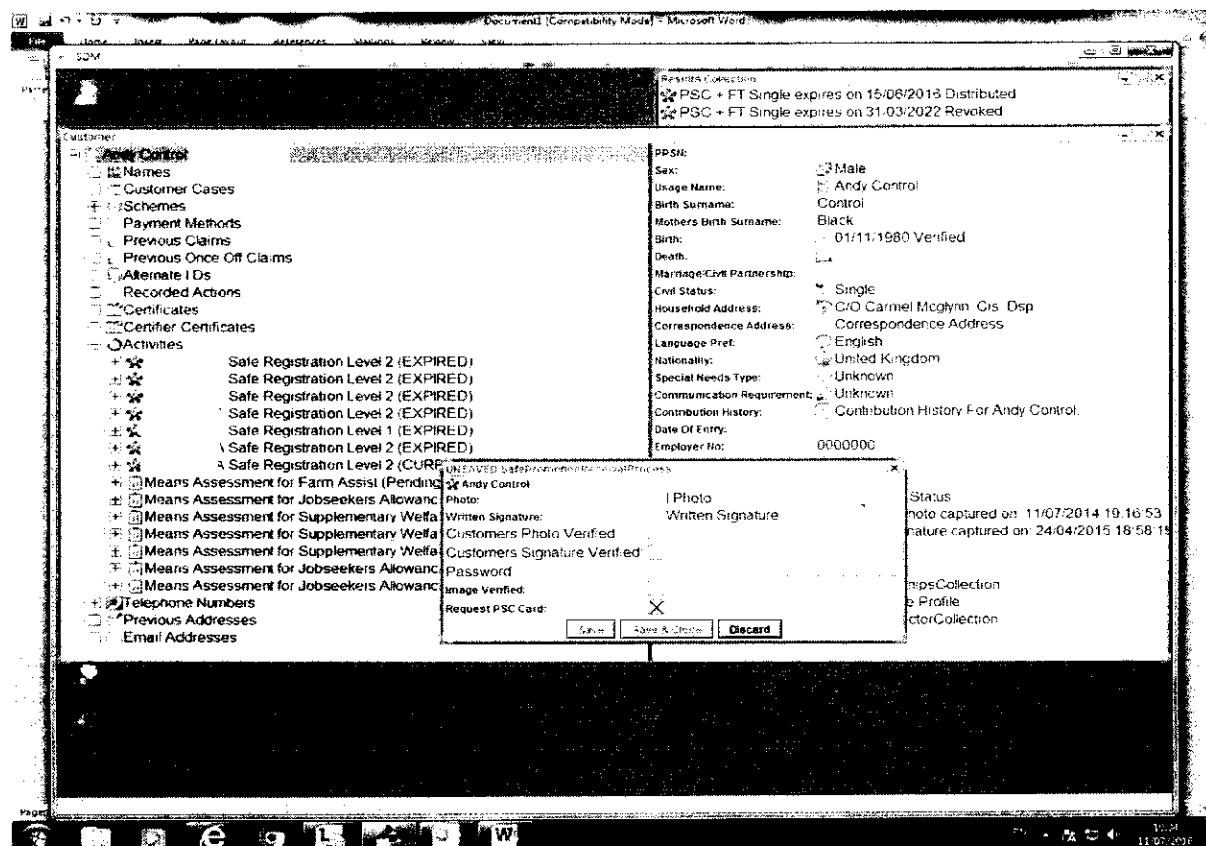
The officer has the ability to right click on the top grey bar on the Renew Safe Promotion screen and the following actions are available for selection:

a. Photo
   o Capture Photo
b. Signature
   o Capture Signature
c. Verify Non Compliant Image
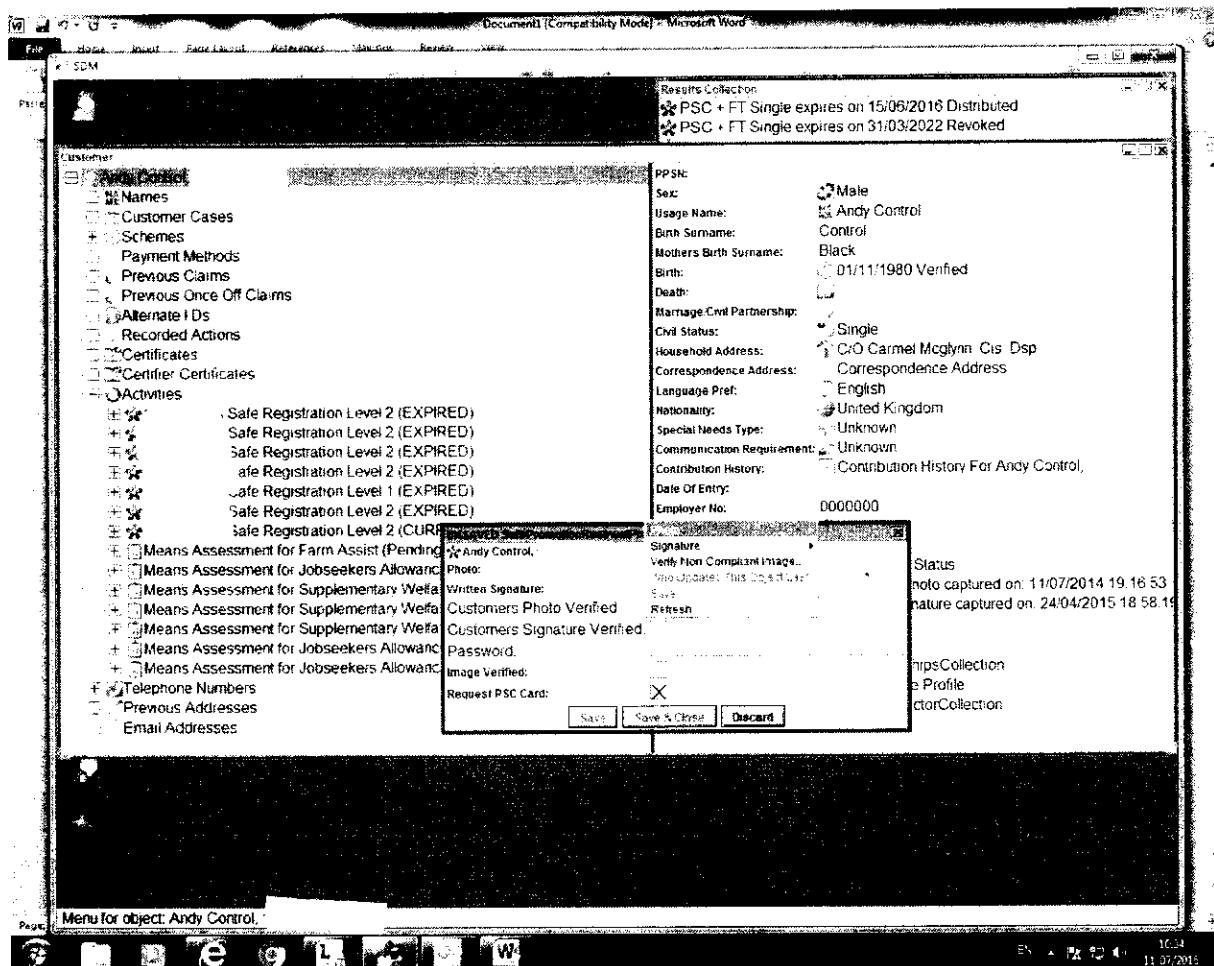
Capture photo
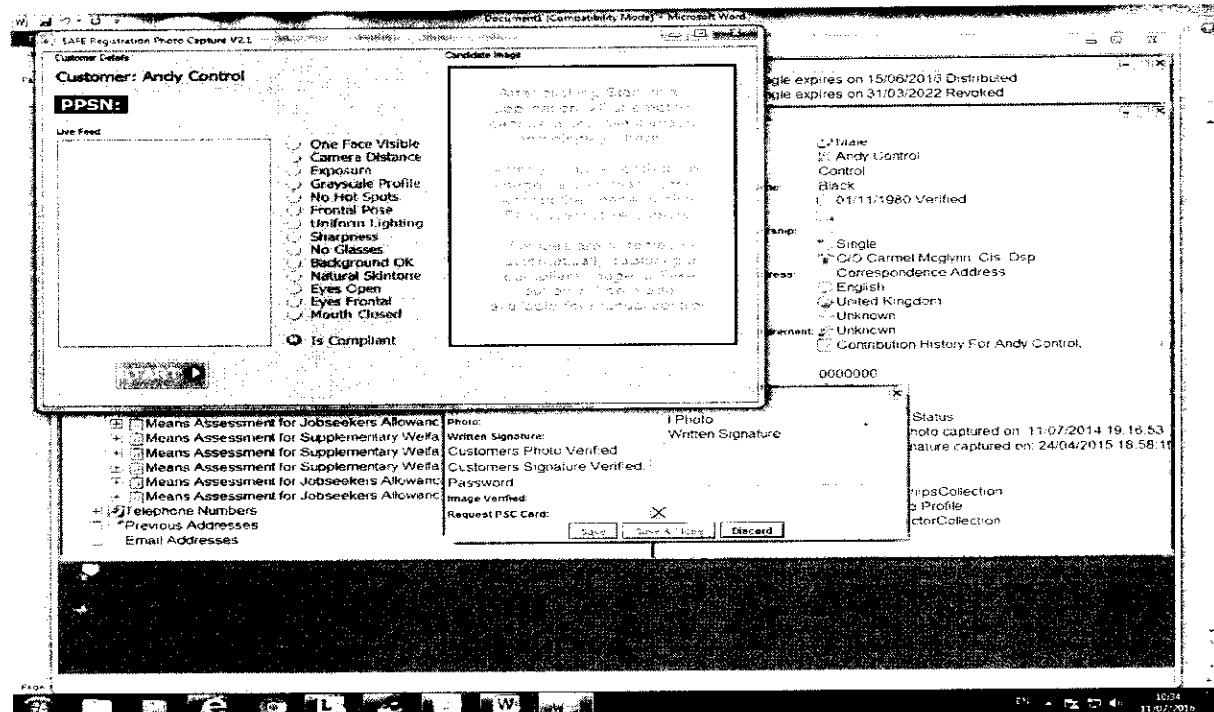
Capture Signature
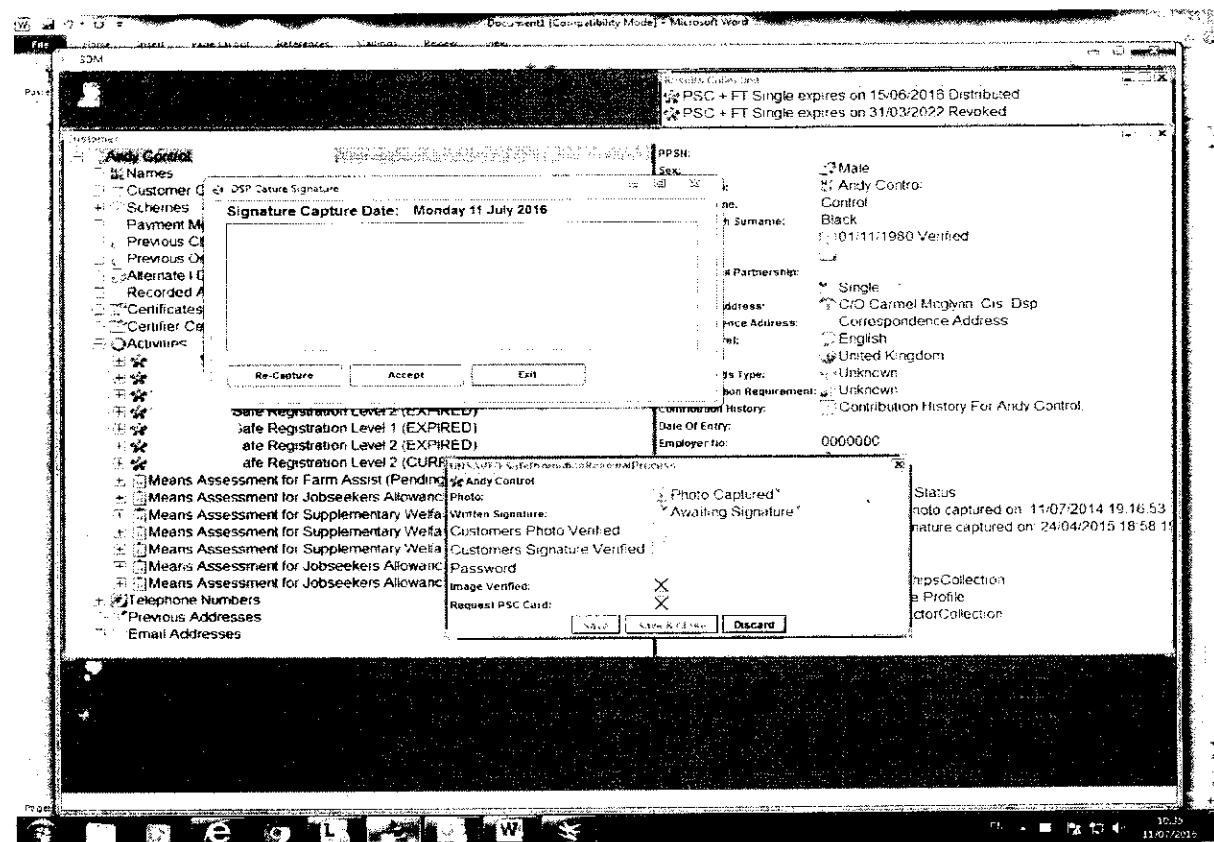
Customer Photo Verified (mandatory) - must be ticked.

Customer Signature Verified (mandatory) - must be ticked.

Password (mandatory) - certificate password must be entered.

Image Verified (mandatory) –must be ticked.

Request PSC Card (mandatory) – this is always ticked.

Select [Save & close]

New SAFE Registration Object is created.

Current PSC card status updated to *'Expired'*.
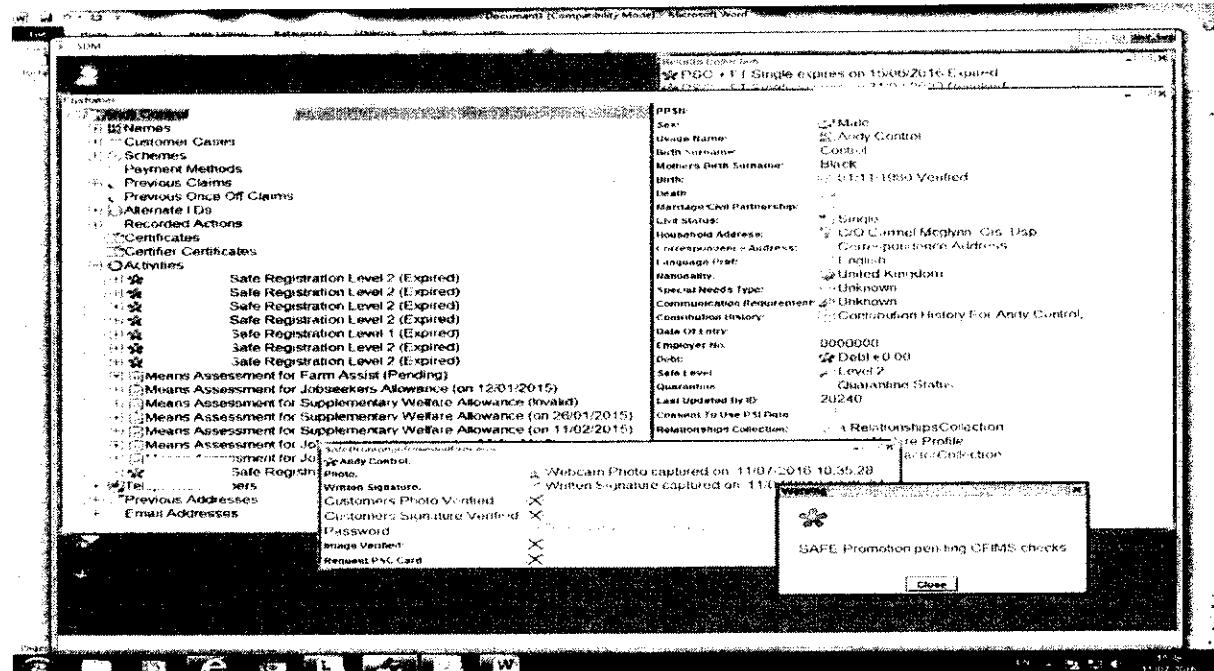
SAFE Registration level 1, awaiting CFIMS check.
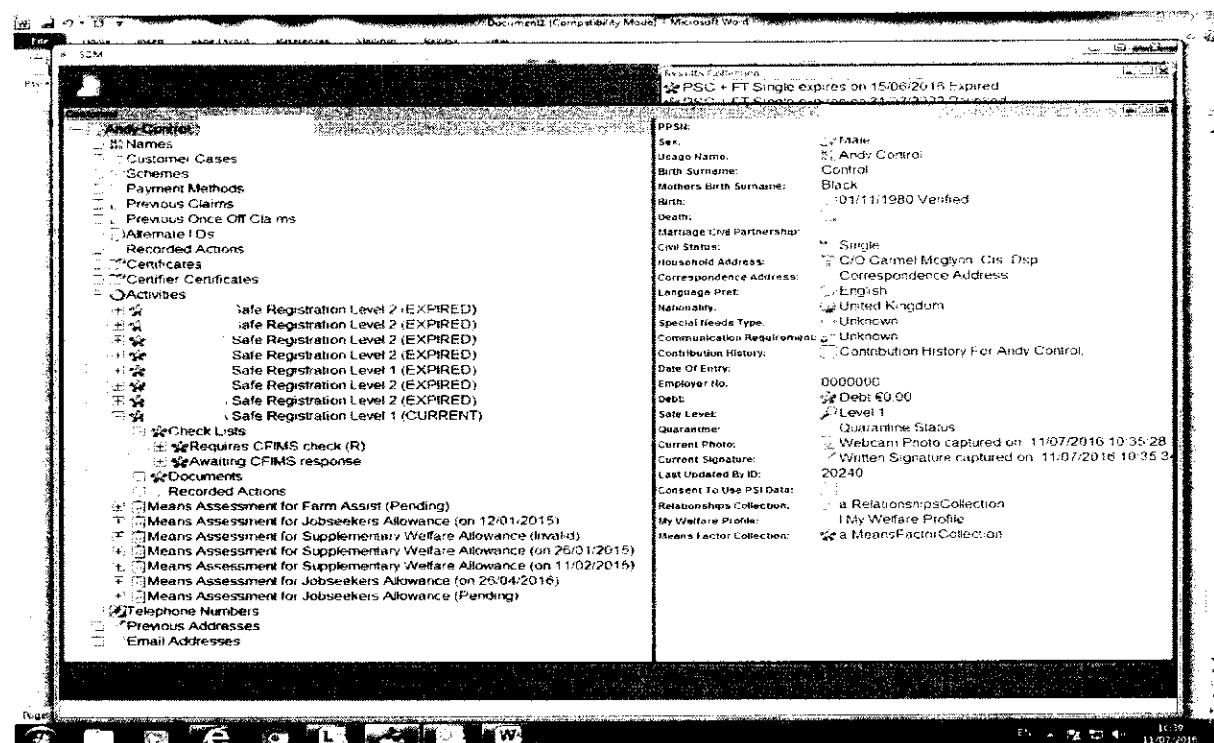
Once the CFIMS check has been resolved and the SAFE Registration is Level 2, a new PSC card will be requested.